



**CITY OF PHOENIX  
PUBLIC TRANSIT DEPARTMENT**

**REQUEST FOR PROPOSALS  
RFP PTD20-009 (JH)**

**PROPERTY MANAGEMENT SERVICES**

**Procurement Officer:  
James Ho  
302 N. 1<sup>st</sup> Avenue, Suite 900  
Phoenix, AZ 85003  
Phone: (602) 877-6831  
[j.ho@phoenix.gov](mailto:j.ho@phoenix.gov)**

**Issue Date: January 6, 2021**



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**ATTACHMENTS:**

Attachment One      Price Proposal

**EXHIBITS:**

- Exhibit A      Security, Access, Controls and Badging
- Exhibit B      Custodial Specifications for the 302 Building
- Exhibit C      Custodial Specifications for the Village Shopping Center
- Exhibit D      Sample Chart of Accounts
- Exhibit E      Select Administrative Regulations



**SECTION I – SOLICITATION  
INSTRUCTIONS**

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**Please read before continuing to the offer document. This list may not include every requirement; the purpose is to assist offerors, but offerors are expected to read and comply with the entire solicitation.**

**SOLICITATION RESPONSE CHECK LIST**

Check off each of the following as the necessary action is completed.

- All forms have been completed and signed, including Solicitation Disclosure form.
- All of Section VI, Submittals, are included.
- Reviewed and verified prices offered.
- Checked price extensions and totals.
- Included any required drawings or descriptive literature.
- If required, checked and included the amount of the offer surety.
- Reviewed the insurance requirements, if any, to assure compliance.
- Included the specified number of copies of the offer as indicated in Submittal section.
- Included signed addenda, if any.
- Addressed the mailing envelope to the Procurement Officer on the solicitation front page, at the address listed.
- The mailing envelope clearly shows your company name and address, the solicitation number, and the offer opening date.
- Mailed the response in time – City must receive offers no later than the date and time indicated in the Schedule of Events or addenda.

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**1.1. INTRODUCTION**

The City of Phoenix Public Transit Department (CITY) invites sealed offers from qualified proposers for the provision of property management services, in accordance with the specifications and provisions contained herein.

This solicitation is available through Arizona Relay Service 7-1-1. Please call TTY 800-367-8939 for assistance.

Copies of the current contract and associated amendments may be obtained from the City Clerk by calling 602-262-6811 or emailing the Clerk’s office at [mailbox.city.clerk.department@phoenix.gov](mailto:mailbox.city.clerk.department@phoenix.gov); reference Contract No. 139423.

**1.2. CITY’S VENDOR SELF-REGISTRATION AND NOTIFICATION**

Vendors must be registered in the City’s procurePHX Self-Registration System at <https://www.phoenix.gov/financesite/Pages/EProc-help.aspx> to respond to solicitations and access procurement information. The CITY may, at its sole discretion, reject any offer from an Offeror who has not registered.

**1.3. SCHEDULE OF EVENTS**

ACTIVITY (All times are local Phoenix time)	DATE
Pre-Offer Conference	January 15, 2021 at 2:00 PM MST (Phoenix local time)  WebEx Video Conference  Registration Required: Send email to <a href="mailto:j.ho@phoenix.gov">j.ho@phoenix.gov</a> Registration Deadline: January 14, 2020
Written Inquiries Due Date	January 22, 2021 at 2:00 PM MST (Phoenix local time)  <a href="mailto:j.ho@phoenix.gov">j.ho@phoenix.gov</a>

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Offer Due Date and Submittal Location	February 5, 2021 at 2:00 PM MST (Phoenix local time)  City of Phoenix Public Transit Department 302 N. 1st Avenue, Suite 900 Phoenix, AZ 85003
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The CITY reserves the right to change dates and/or locations as necessary.

**1.4. PREPARATION OF OFFER**

- 1.4.1. All forms provided in Section VI – Submittals, must be completed and submitted with your offer. The signed and completed Solicitation Disclosure form must be included or your offer may be deemed non-responsive.
- 1.4.2. It is permissible to copy Submittal forms if necessary. Erasures, interlineations, or other modifications of the offer must be initialed in original ink by the authorized person signing the offer. No offer will be altered, amended or withdrawn after the specified offer due date and time. The CITY is not responsible for Offeror’s errors or omissions.
- 1.4.3. All time periods stated as a number of days will be calendar days.
- 1.4.4. It is the responsibility of all offerors to examine the entire solicitation and seek clarification of any requirement that may not be clear and to check all responses for accuracy before submitting an offer. Negligence in preparing an offer confers no right of withdrawal after due date and time. Offerors are strongly encouraged to:
  - 1.4.4.1. Consider applicable laws and/or economic conditions that may affect cost, progress, performance, or furnishing of the products or services.
  - 1.4.4.2. Study and carefully correlate Offeror’s knowledge and observations with the RFP document and other related data.
  - 1.4.4.3. Promptly notify the CITY of all conflicts, errors, ambiguities, or discrepancies which an offeror has discovered in or between the RFP document and such other related documents.
  - 1.4.4.4. The CITY does not reimburse the cost of developing, presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. The Offeror is responsible for all costs incurred in responding to this solicitation. All materials and documents submitted in response to this solicitation become the property of the CITY and will not be returned.



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- 1.4.4.5. Offerors are reminded that the specifications stated in the solicitation are the minimum level required and that offers submitted must be for products or services that meet or exceed the minimum level of all features specifically listed in this solicitation. Offers offering less than any minimum specifications or criteria specified are not responsive and should not be submitted.
- 1.4.4.6. Offer responses submitted for products considered by the seller to be acceptable alternates to the brand names or manufacturer's catalog references specified herein must be submitted with technical literature and/or detailed product brochures for the City's use to evaluate the products offered. Offers submitted without this product information may be considered as non-responsive and rejected. The City will be the sole judge as to the acceptability of alternate products offered.
- 1.4.4.7. Prices shall be submitted on a per unit basis by line item, when applicable. In the event of a disparity between the unit price and extended price, the unit price shall prevail unless obviously in error.
- 1.4.5. Unless the solicitation specifically allows, omissions or alterations of electronic spreadsheet price proposals will be sufficient grounds for the CITY to consider your offer to be non-responsive.

### **1.5. OBTAINING A COPY OF THE SOLICITATION AND ADDENDA**

Interested Offerors may download the complete solicitation and addenda from <https://solicitations.phoenix.gov>. Internet access is available at all public libraries. Any interested offerors without internet access may obtain this solicitation by calling the Procurement Officer. It is the Offeror's responsibility to check the website, read the entire solicitation, and verify all required information is submitted with their offer.

### **1.6. OFFEROR EXCEPTIONS**

Offeror must not take any exceptions to any terms, conditions or material requirements of this solicitation. Offers submitted with exceptions may be deemed non-responsive and disqualified from further consideration in the CITY's sole discretion. Offerors must conform to all the requirements specified in the solicitation. The CITY encourages Offerors to send inquiries to the procurement officer rather than including exceptions in their Offer.

### **1.7. INQUIRIES**

All questions that arise relating to this solicitation should be directed via email to the Procurement Officer and must be received by the due date indicated in the Schedule of Events. The CITY will not consider questions received after the deadline.

No informal contact initiated by Offerors on the proposed service will be allowed with

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members of CITY’s staff from date of distribution of this solicitation until after City Council awards the contract. All questions concerning or issues related to this solicitation must be presented **in writing**.

The Procurement Officer will answer written inquiries in an addendum and publish any addendums on the Procurement Website.

**1.8. ADDENDA**

The City of Phoenix will not be responsible for any oral instructions made by any employees or officers of the City of Phoenix regarding this solicitation. Any changes will be in the form of an addendum. The Offeror must acknowledge receipt of any/all addenda by signing and returning the document with the offer submittal.

**1.9. BUSINESS IN ARIZONA**

The CITY will not enter contracts with Offerors (or any company(ies)) not granted authority to transact business, or not in good standing, in the state of Arizona by the Arizona Corporation Commission, unless the offeror asserts a statutory exception prior to entering a contract with the CITY.

**1.10. LICENSES**

The Offeror must have at least one employee with a valid Arizona real estate broker license at the time of submittal. The Offeror and its employees must possess all other valid certifications and/or licenses as required by federal, state, or local laws at the time of submittal.

**1.11. CERTIFICATION**

By signature in the offer section of the Offer and Acceptance page(s), Offeror certifies:

- The submission of the offer did not involve collusion or other anti-competitive practices.
- The Offeror shall not discriminate against any employee, or applicant for employment in violation of Federal or State Law.
- The Offeror has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer.

**1.12. SUBMISSION OF OFFER**

Offers must be in possession of the Department on or prior to the exact time and date indicated in the Schedule of Events. Late offers will not be considered. The prevailing clock will be the date stamp clock on the front desk at the Proposal Submittal Location.

Offers must be submitted in a sealed envelope or package and the following information

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should be clearly noted on the outside of the envelope or package:

- Offeror’s Name
- Offeror’s Address (as shown on the Certification Page)
- Solicitation Number
- Solicitation Title
- Offer Opening Date

All offers must be completed in ink or typewritten. Include the number of copies that are required as indicated in the Submittal section.

**1.13. MODIFICATION OR WITHDRAWAL OF OFFER**

An offer may not be modified, withdrawn or canceled by an Offeror for 180 calendar days following the offer submission deadline and, by submitting an offer, each Offeror agrees to keep the offer firm for that period of time. At any time prior to the solicitation due date and time, an Offeror (or designated representative) may withdraw the offer by submitting a request in writing and signed by a duly authorized representative.

**1.14. OFFER RESULTS**

Offers will be opened on the offer due date, time and location indicated in the Schedule of Events, at which time the name of each Offeror may be read. Offers and other information received in response to the solicitation will be shown only to authorized CITY personnel having a legitimate interest in them or persons assisting the City in the evaluation. Offers are not available for public inspection until after the CITY has posted the award recommendation on the CITY’s website.

The CITY will post a preliminary offer tabulation on the CITY’s website, <https://solicitations.phoenix.gov/Awards>, within five calendar days of the offer opening. The CITY will post the information on the preliminary tabulation as it was read during the offer opening. The CITY makes no guarantee as to the accuracy of any information on the preliminary tabulation. Once the CITY has evaluated the offers, the CITY will post an award recommendation on the website. The CITY may not provide any further notification to unsuccessful Offerors.

**1.15. PRE-AWARD QUALIFICATIONS**

1.15.1. Contractor represents that it is familiar with the nature and extent of this contract, the services, and any conditions that may affect its performance under this contract. Contractor further represents that it is fully experienced and properly qualified, complies with all applicable license requirements, and is equipped, organized, and financed to perform such services.

1.15.2. Upon notification of an award, the Offeror will have five calendar days to submit a complete certificate of insurance in the minimum amounts and the coverages as



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required in the Insurance Requirements of this solicitation. Insurance requirements are non-negotiable.

**1.16. AWARD OF CONTRACT**

1.16.1. Unless otherwise indicated, award(s) will be made to the most responsive, responsible Offeror(s) who are regularly established in the service, or providing the goods, contained in this solicitation and who have demonstrated the ability to perform in an acceptable manner.

1.16.2. Notwithstanding any other provision of this solicitation, the City reserves the right to: (1) waive any immaterial defect or informality; or (2) reject any or all offers or portions thereof; or (3) reissue a solicitation.

1.16.3. A response to a solicitation is an offer to contract with the City based upon the terms, conditions, and specifications contained in the City’s solicitation. Offers do not become contracts until they are executed by the Deputy Finance Director or Department Director. A contract has its inception in the award, eliminating a formal signing of a separate contract. For that reason, all of the terms, conditions and specifications of the procurement contract are contained in the solicitation, and in any addendum or contract amendment.

**1.17. CITY’S RIGHT TO DISQUALIFY FOR CONFLICT OF INTEREST**

The CITY reserves the right to disqualify any Offeror based on any real or apparent conflict of interest that is disclosed by the offer submitted or any other data available to the CITY. This disqualification is at the sole discretion of the CITY. Any Offeror submitting an offer herein waives any right to object now or at any future time, before any agency or body, including but not limited to, the City Council of the City of Phoenix or any court.

**1.18. SOLICITATION TRANSPARENCY POLICY**

1.18.1. Commencing on the date and time a solicitation is published, potential or actual offerors or respondents (including their representatives) shall only discuss matters associated with the solicitation with the Mayor, any members of City Council, the City Manager, any Deputy City Manager, or any department director directly associated with the solicitation (including in each case their assigned staff, except for the designated procurement officer) at a public meeting, posted under Arizona Statutes, until the resulting contract(s) are awarded to all offers or responses are rejected and the solicitation is cancelled without any announcement by the Procurement Officer of the CITY’s intent to reissue the same or similar solicitation.

1.18.2. As long as the solicitation is not discussed, Offerors may continue to conduct business with the CITY and discuss business that is unrelated to the solicitation with the CITY staff. Offerors may not discuss the solicitation with any CITY employees or evaluation panel members.



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- 1.18.3. Offerors may discuss their offer or the solicitation with the Mayor or one or more members of the Phoenix City Council, provided such meetings are scheduled through the Procurement Officer, and are posted as open meetings with the City Clerk at least 24 hours prior to the scheduled meetings. The City Clerk will be responsible for posting the meetings. The posted notice shall identify the participants and the subject matter, as well as invite the public to participate.
- 1.18.4. With respect to the selection of the successful Offerors, the City Manager and/or City Manager's Office will continue the past practice of exerting no undue influence on the process. In all solicitations of bids and proposals, any direction on the selection from the City Manager and/or City Manager's Office and Department Head (or representative) to the proposal review panel or selecting authority must be provided in writing to all prospective Offerors.
- 1.18.5. This policy is intended to create a level playing field for all Offerors, assure that contracts are awarded in public, and protect the integrity of the selection process. **OFFERORS THAT VIOLATE THIS POLICY SHALL BE DISQUALIFIED.** After official Notice is received by the CITY for disqualification, the Offeror may follow the Protest process, unless the Solicitation is cancelled without notice of intent to re-issue.
- 1.18.6. "To discuss" means any contact by the Offeror, regardless of whether the CITY responds to the contact. Offerors that violate this policy will be disqualified until the resulting contract(s) are awarded, or all offers or responses are rejected and the solicitation is cancelled without any announcement by the Procurement Officer of the CITY's intent to reissue the same or a similar solicitation. The CITY interprets the policy as continuing through a cancellation of a solicitation until Council award of the contract, as long as the CITY cancels with a statement that the CITY will rebid the solicitation.

**1.19. PROTEST PROCESS**

- 1.19.1. Offeror may protest the contents of a solicitation no later than seven days before the solicitation deadline when the protest is based on an apparent alleged mistake, impropriety or defect in the solicitation. Protests filed regarding the solicitation may be addressed by an amendment to the solicitation or denied by the CITY. If denied, the opening and award will proceed unless the CITY determines that it is in the CITY's best interests to set new deadlines, amend the solicitation, cancel or re-bid.
- 1.19.2. Therefore, unless otherwise notified by a formal amendment, the Protester must adhere to all solicitation dates and deadlines, including timely filing of an offer, regardless of filing a protest.
- 1.19.3. Offeror may protest an adverse determination issued by the CITY regarding responsibility and responsiveness, within seven days of the date the Offeror was notified of the adverse determination.

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1.19.4. Offeror may protest an award recommendation if the Offeror can establish that it had a substantial chance of being awarded the contract and will be harmed by the recommended award. The CITY will post recommendations on the CITY’s website to award the contract(s) to an Offeror(s). Offeror must submit award protests within seven days after the posting of the award recommendation, with exceptions only for good cause shown, within the CITY’s full and final discretion.

1.19.5. All protests will be in writing, filed with the Procurement Officer identified in the solicitation and include the following:

- Identification of the solicitation number;
- The name, address and telephone number of the protester;
- A detailed statement describing the legal and factual grounds for the protest, including copies of relevant documents;
- The form of relief requested; and
- The signature of the protester or its authorized representative.

1.19.6. The Procurement Officer will render a written decision within a reasonable period after the protest is filed. The CITY will not request City Council authorization to award the contract until the protest process is complete. All protests and appeals must be submitted in accordance with the City’s Procurement Code (Phoenix City Code, Ch. 43) and any protests or appeals not submitted within the time requirements will not be considered. Protests must be filed with the Procurement Officer.

**1.20. PUBLIC RECORD**

All Offers submitted in response to this solicitation will become the property of the City and become a matter of public record available for review pursuant to Arizona State law. If an Offeror believes that a specific section of its Offer response is confidential, the Offeror will isolate the pages marked confidential in a specific and clearly labeled section of its Offer response. An Offeror may request specific information contained within its Offer is treated by the Procurement Officer as confidential provided the Offeror clearly labels the information “confidential.” To the extent necessary for the evaluation process, information marked as “confidential” will not be treated as confidential. Once the procurement file becomes available for public inspection, the Procurement Officer will not make any information identified by the Offerors as “confidential” available to the public unless necessary to support the evaluation process or if specifically requested in accordance with applicable public records law. When a public records request for such information is received, the Procurement Officer will notify the Offeror in writing of any request to view any portion of its Offer marked “confidential.” The Offeror will have the time set forth in the notice to obtain a court order enjoining such disclosure. If the Offeror does not provide the Procurement Officer with a court order enjoining release of the information during the designated time, the Procurement Officer will make the information requested available for inspection.

**1.21. LATE OFFERS**

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Late Offers must be rejected, except for good cause. If a late Offer is submitted, the Department will document the date and time of the submittal of the late Offer, keep the Offer and notify the Offeror that its Offer was disqualified for being late.

**1.22. RIGHT TO DISQUALIFY**

The CITY reserves the right to disqualify any Offeror who fails to provide information or data requested or who provides materially inaccurate or misleading information or data. The CITY further reserves the right to disqualify any Offeror on the basis of any real or apparent conflict of interest that is disclosed by the Offeror submitted or any other data or information available to the CITY. This disqualification is at the sole discretion of the CITY. By submission of a solicitation response, the Offeror waives any right to object now or at any future time, before any agency or body including, but not limited to, the City Council of the CITY or any court as to the exercise by the CITY of such right to disqualify or as to any disqualification by reason of real or apparent conflict of interest determined by the CITY. The CITY reserves the right to replace the disqualified Offeror.

**1.23. SITE VISIT**

Offerors are strongly encouraged to visit the publicly accessible areas of each location prior to submission of their Offer.

**1.24. CONTRACT AWARD**

The CITY reserves the right to award a contract by individual line items, by group, all or none, or any other combination most advantageous to the CITY. The CITY reserves the right to multiple award.

**1.25. EVALUATION OF COMPETITIVE SEALED OFFERS:**

The CITY will use its discretion in applying the following processes to this solicitation. Any ties in scoring will be resolved with a best and final price request and the lowest price will prevail.

**1.26. DETERMINING RESPONSIVENESS AND RESPONSIBILITY**

1.26.1. Offers will be reviewed for documentation of any required minimum qualifications, completeness, and compliance with the solicitation requirements. The CITY reserves sole discretion to determine responsiveness and responsibility.

1.26.2. Responsiveness: Nonresponsive Offers will not be considered in the evaluation process. The solicitation states criteria that determine responsiveness, and the solicitation includes terms and conditions that if included or excluded from Offers (as the case may be) will render an Offer nonresponsive.

1.26.3. Exceptions, conditions, reservations, or understandings are presumed to be

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unacceptable, and an Offer that includes unacceptable exceptions, conditions, reservations, or understandings may be rejected as nonresponsive. Alternatively, the CITY in its sole discretion may instruct in writing that any Offeror remove the conditions, exceptions, reservations or understandings. If the Offeror fails to do so in writing, the CITY may determine the Offer to be nonresponsive.

- 1.26.4. Responsibility: To obtain true economy, the CITY must conduct solicitations to minimize the possibility of a subsequent default by CONTRACTOR, late deliveries, or other unsatisfactory performance that may result in additional administrative costs. It is important that the Offeror be a responsible contractor. Responsibility includes the Offeror’s integrity, skill, capacity, experience, and facilities for conducting the work to be performed.
- 1.26.5. The Procurement Officer will review each Offer to determine if the Offeror is responsible. The City’s determination as to whether an Offeror is responsible will be based on all information furnished by the Offeror, interviews (if any), and information received from Offeror’s references, including information about Offeror’s history, terminations for convenience or cause, contract breach lawsuits or notices of claim and any other sources the City deems appropriate. Award of the Contract resulting from the solicitation will not be made until any necessary investigation, which each Offeror agrees to permit by submitting its Offer, is made by the City as it deems necessary. A review of responsibility may occur up to contract award.
- 1.26.6. The Offeror’s unreasonable failure to promptly supply information about an inquiry with respect to responsibility may be grounds for a determination of non-responsibility with respect to such Offeror.

**1.27. CLARIFICATIONS**

The CITY may request written clarifications for such purposes as information gathering or eliminating minor informalities in offers. Clarifications shall not otherwise afford the Offerors the opportunity to alter or change their offers.

**1.28. DETAILED EVALUATION OF OFFERS AND DETERMINATION OF COMPETITIVE RANGE**

The CITY will appoint an Evaluation Panel, which may consist of CITY staff, staff from other CITY departments or transit agencies, and other persons. The CITY may also appoint a Technical Advisory Team to provide technical assistance to the Evaluation Panel. The Technical Advisory Team may consist of CITY staff, staff from other CITY departments or transit agencies, and other persons. The Technical Advisory Team will evaluate the technical portion of each offer for compliance with the RFP specifications. The Procurement Officer will chair the Evaluation Panel, serving in a non-voting capacity.

During deliberations, the Evaluation Panel will reach a consensus score for each evaluation criterion except price. The Procurement Officer will score the price, which will

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be added to the overall consensus score. The overall consensus scores will determine the Offerors' rankings and which Offers are within the Competitive Range, when appropriate.

**1.29. OFFERS NOT WITHIN THE COMPETITIVE RANGE**

The CITY may notify Offerors of Offers that the CITY determined are not in the Competitive Range.

**1.30. DISCUSSIONS WITH OFFERORS IN THE COMPETITIVE RANGE**

1.30.1. The City will notify each Offeror whose Offer is in the Competitive Range or made the “short list” and provide in writing any questions or requests for clarification to the Offeror. Each Offeror so notified may be interviewed by the City and asked to discuss answers to written or oral questions or provide clarifications to any facet of its Offer. The Offerors in the competitive range may be required to provide a demonstration of their product.

1.30.2. Demonstrations - Offerors in the competitive range may be invited to construct a hands-on sample or presentation of their solution at the City of Phoenix. In addition, each finalist may prepare and deliver a presentation of their proposed solution based on the script developed by the evaluation panel. The City may also require a hands-on lab demonstration designed specifically for the evaluation panel. The results of the surveys will be tabulated and delivered to the evaluation team for the final review and solution selection session(s).

1.30.3. If an Offer in the Competitive Range contains conditions, exceptions, reservations or understandings to or about any Contract or Solicitation Scope requirement, the City may discuss or negotiate the conditions, exceptions, reservations or understandings during these meetings. But the City in its sole discretion may reject any and all conditions, exceptions, reservations and understandings, and the City may instruct any Offeror to remove the conditions, exceptions, reservations or understandings. If the Offeror fails to do so, the City may determine the Offer is nonresponsive, and the City may revoke its determination that the Offer is in the Competitive Range.

1.30.4. To the fullest extent permitted by law, the City will not provide any information, financial or otherwise, to any Offeror about other Offers received in response to this solicitation. During discussions with Offerors in the Competitive Range, the City will not give Offerors specific prices or specific financial requirements that Offerors must meet to qualify for further consideration. The City may state that proposed prices are too high with respect to the marketplace or otherwise unacceptable. Offerors will not be told of their relative rankings before Contract award.

**1.31. BEST AND FINAL OFFERS (BAFO)**

1.31.1. A BAFO is an option available for negotiations. Each Offeror in the Competitive Range, which is determined in the CITY’s sole discretion, may be afforded the

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opportunity to amend its Offer and make one BAFO.

- 1.31.2. If an Offeror’s BAFO modifies its initial offer, the BAFO should include a “Change Log” identifying all modifications made to the Offer. The CITY will evaluate BAFOs based on the same requirements and criteria applicable to initial Offers. The CITY will adjust appropriately, at its sole discretion, the initial scores for criteria that have been affected by Offer modifications made by a BAFO. Based on the criteria defined in the solicitation as weighted, the CITY will then perform final scoring and prepare final rankings.
- 1.31.3. The Evaluation Panel will recommend the Offer that is the most advantageous to the City based on the evaluation criteria.
- 1.31.4. The CITY reserves the right to make an award to an Offeror whose Offer is the highest rated and most advantageous to the CITY based on the evaluation criteria, without conducting written or oral discussions with any Offeror, without negotiations, and without soliciting BAFOs.

### **1.32. OFFER SUBMITTAL FORMAT**

The written offer may not exceed 25 single-sided pages, exclusive of the following items:

- a. Tab 1 – Introduction
- b. Technical Proposal Exhibit 1: Common Area Maintenance Report
- c. Technical Proposal Exhibit 2: Year-End Annual Report
- d. Price Proposal
- e. Financial Information
- f. Required Submittal Forms

Additionally, the written offer should be:

- 1.32.1. Typewritten for ease of evaluation
- 1.32.2. Signed by an authorized representative of the Offeror;
- 1.32.3. Submitted with contact information for the individual(s) authorized to negotiate with the City;
- 1.32.4. Submitted in a binder, preferably using double-sided copying and at least 30% post-consumer content paper;
- 1.32.5. Each offer package submitted must contain the following **separately sealed portions**:
  - Technical Proposal.
  - Price Proposal and Financial Information.

### **1.33. TECHNICAL PROPOSALS**

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The Technical Proposal must be organized in a tabular format and divided by sections, in accordance with the outline below. If the Offeror fails to provide all data requested, the CITY may deem the Offer non-responsive.

In the Technical Proposal, the Offeror shall demonstrate evidence of satisfactory past performance of contracts of similar size, scope and complexity. The Offeror shall also reasonably demonstrate evidence that its human and physical resources are sufficient to meet the requirements of the Contract, as specified, and to ensure the level of service required, including sufficient personnel in the requisite disciplines and all necessary licenses, skills, experience and equipment to complete the Contract as required.

**Tab 1 - Introduction**

1. Provide a letter of introduction identifying the Offeror, including the name, title, address, telephone number and e-mail address of the Offeror’s authorized representative, and signed by a representative authorized to bind the Offeror to the terms of the Offer.
2. The name, title, address, telephone number and e-mail address of the Offeror’s authorized representative during the evaluation process, and the Offeror’s contact during any resultant Contract.
3. Provide a statement indicating the number of days from the submitted date for which the Offer remains valid. The minimum number of days is 180 calendar days.
4. Provide a detailed Table of Contents of the Offer.
5. Provide a brief description of the firm’s history.
6. Provide a management summary providing an overview of the Offer.

**Tab 2 – Method of Approach (375 Points)**

**Required Components**

1. Provide a comprehensive, realistic transition plan describing the proposed approach for commencement of service. The plan must minimally include the following items:
  - a. A detailed chronology/calendar and explanation of all major milestones
  - b. The recruitment and training schedules for proposed staff
  - c. The timeline for employee background screening and badging
  - d. List and describe all other activities necessary to implement a successful transition.
2. Describe the proposed approach to handle the oversight and day-to-day tasks to meet the requirements for both properties.



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- a. Describe the proposed methodology to calculate Common Area Maintenance costs (CAMs) and provide a sample report (*Technical Proposal Exhibit 1: Common Area Maintenance Report*).
- b. Provide a sample year-end annual report that includes revenue and expense reconciliations (*Technical Proposal Exhibit 2: Year End Annual Report*).

**Tab 3 – Qualifications and Experience (325 Points)**

**Required Components**

1. Identify the Property Manager to be assigned to this project and provide a resume detailing their qualifications and experience. The Property Manager must have the following minimum qualifications:
  - A. Three years of experience managing commercial properties in the Phoenix metropolitan area. Include a description of the quantity of properties, number of tenants, and the building sizes.
2. Provide detailed descriptions of three past property management experiences within the past five years. Each experience must be with a different client and no City of Phoenix properties may be listed. The following minimum details must be included with each description:
  - A. Describe the property type, size, and number of tenants that are of similar size, scope and complexity to this project
  - B. Provide an overview of the work performed for the client that is similar to the scope of this project
  - C. Provide an explanation of any issues with tenants and how they were resolved

The City will contact each client to conduct a reference check. Provide the name of the client, contact person, current telephone number and email address, and dates of service in Section VI Submittals – Reference Check Form.

**Tab 4 - Required Submittal Forms**

- Payment Terms (Section 6.2)
- Addenda Certification (Section 6.3)
- Reference Check Form (Section 6.4)
- License Requirements (Section 6.5)
- Leasing Services Including Marketing (Section 6.6)
- Additional Services Fee (Section 6.7)
- Contract Disclosure Form (Section 6.8)
- Offer Form (Section 6.9)

**1.34. PRICE PROPOSAL AND FINANCIAL INFORMATION**

**Tab 1 – Price Proposal (300 Points)**

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**Required Components**

1. Complete Attachment A – PTD20-009 Price Proposal by submitting the following:

Property Management Annual Cost: The total annual cost for all services required to perform the scope of work. This cost includes all contractor staff, subcontracted services, and any additional fees. This total annual cost excludes facilities maintenance/repair/replacement costs that are not covered inclusively in the contract. These exclusive costs will instead be paid separately through the building funds.

The Property Management Annual Cost must be submitted for **both** the 302 Building and the Village Shopping Center.

The Offeror offering the lowest grand total in the price proposal will receive the maximum points allocated for price. All other Offerors will receive points based on the mathematical relationship between their offered prices and the lowest Offeror’s grand total.

**Tab 2 – Financial Information**

The CITY Auditor or other designated personnel will independently review this category. This category will not be scored but will be reviewed to determine the financial responsibility of the Offeror. Unless an Offeror’s financial responsibility can be fully verified and documented, the CITY will deem its offer non-responsive. Each Offeror shall submit the following financial information with its Price Proposal and Financial Information.

**Required Components**

Offers received without the required documents may be considered non-responsive.

1. State whether any participant in the offer has ever filed bankruptcy proceedings. If so, state the date, jurisdiction, amount of liabilities, and amount of assets. Provide this information on a separate statement with the heading "BANKRUPTCY INFORMATION."
2. Provide detailed information regarding litigation, liens, or claims that exceed \$10,000 and may result in litigation against any participant.
3. Provide the Offeror’s audited financial statements for the last three (3) years. If Offeror is a partnership, submit financial statements for each partner.

The financial statements must be prepared in accordance with generally accepted accounting principles of the jurisdiction in which the Offeror is domiciled and which statements must be audited by an independent, certified public accountant.

If audited statements are not available, the CITY may require Offeror to submit other reliable financial information satisfactory to the CITY.



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4. Provide evidence of Offeror’s ability to obtain the specified amounts of insurance from an insurance company with an “A.M. Best” rating of not less than B+ VI authorized to do business in Arizona.
5. Describe financial capacity to perform the required services, strength and stability of the firm.

**1.35. OFFER EVALUATION CRITERIA**

In accordance with the Administrative Regulation, 3.10, Competitive Sealed Proposal awards shall be made to the responsible offeror whose offer is determined in writing to be the most advantageous to the CITY based upon the evaluation criteria.


**1.36. COST JUSTIFICATION**

In the event only one response is received, the City may require that the Offeror submit a cost proposal in sufficient detail for the City to perform a cost/price analysis to determine if the Offer price is fair and reasonable.

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## 2.1. DEFINITION OF KEY WORDS USED IN THE SOLICITATION

<b>Shall, Will, Must:</b>	Indicates a mandatory requirement. Failure to meet these mandatory requirements may result in the rejection of Offer as non-responsive.
<b>Should:</b>	Indicates something that is recommended but not mandatory. If the Contractor fails to provide recommended information, the CITY may, at its sole option, ask the Contractor to provide the information or evaluate the offer without the information.
<b>May:</b>	Indicates something that is not mandatory but permissible.
For purposes of this solicitation, the following definitions shall apply:	
"ADA"	Americans with Disabilities Act Amendments Act of 1990
"A.R."	City of Phoenix Administrative Regulation
"A.R.S."	Arizona Revised Statute
"Buyer or Procurement Officer"	City of Phoenix staff person responsible for the solicitation. The CITY employee or employees who have specifically been designated to act as a contact person or persons to the Contractor, and responsible for ensuring compliance with the terms of the Contract.
"City"	The City of Phoenix
"Contractor"	The individual, partnership, or corporation who, as a result of the competitive process, is awarded a Contract by the City of Phoenix.
"Contract/Agreement"	The legal agreement executed between the City of Phoenix, AZ and the Contractor.
"Days"	Means calendar days unless otherwise specified.
"Employer"	Any individual or type of organization that transacts business in this state, that has a license issued by an agency in this state and employs one or more employees in this state. Employer includes this state, any political subdivision of this state and self-employed persons. In the case of an independent contractor, employer means the independent contractor and does not mean the person or organization that uses contract labor. (A.R.S. 23-211).
"EPA"	Environmental Protection Agency.
"Offer"	Means a response from a supplier, contractor or service provider to a solicitation request that, if awarded, binds the supplier, contractor or service provider to perform in accordance with the contract. Same as bid, proposal, quotation or tender.
"Offeror"	Any Vendor, Seller or Supplier submitting a competitive offer in response to a solicitation from the City. Same as Bidder or Proposer.
"Phoenix Public Transit Department"	A department within the City of Phoenix that owns and operates

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	transit service for the City; the largest member of the regional transit system (Valley Metro).
"Public Transit Director"	The person who has the capacity to execute the Contract for the CITY and has complete and final authority except as limited herein.
"Solicitation"	Means this Request for Proposal (RFP).
"Suppliers"	Firms, entities or individuals furnishing goods or services directly to the City.
"Vendor or Seller"	A seller of goods or services.
"Working Days"	Normal business days of City offices, unless otherwise specifically noted.

**2.2. CONTRACT INTERPRETATION**

**2.2.1. APPLICABLE LAW**

This Contract will be governed by the law of the State of Arizona, and suits pertaining to this Contract will be brought only in Federal or State courts in Maricopa County, State of Arizona.


**2.2.2. CONTRACT ORDER OF PRECEDENCE**

In the event of a conflict in the provisions of the Contract, as accepted by the CITY and as they may be amended, the following will prevail in the order set forth below:

- 2.2.2.1. Special terms and conditions
- 2.2.2.2. Standard terms and conditions
- 2.2.2.3. Amendments
- 2.2.2.4. Statement or scope of work
- 2.2.2.5. Specifications
- 2.2.2.6. Attachments
- 2.2.2.7. Exhibits
- 2.2.2.8. Instructions to Contractors
- 2.2.2.9. Other documents referenced or included in the Solicitation

**2.2.3. ORGANIZATION – EMPLOYMENT DISCLAIMER**

The Agreement resulting hereunder is not intended to constitute, create, give rise to or otherwise recognize a joint venture agreement or relationship, partnership or formal business organization of any kind, and the rights and obligations of the parties will be only those expressly set forth in the agreement. The parties agree that no persons supplied by the Contractor in the performance of Contractor's obligations under the agreement are considered to be CITY's employees and that no rights of CITY civil service, retirement or personnel rules accrue to such persons. The Contractor will have total responsibility for all salaries, wage bonuses, retirement, withholdings, workmen's compensation, occupational disease compensation, unemployment compensation, other employee benefits and all taxes and premiums appurtenant thereto concerning such persons, and will save and hold the CITY harmless with respect thereto.

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**2.2.4. SEVERABILITY**

The provisions of this Contract are severable to the extent that any provision or application held to be invalid will not affect any other provision or application of the contract which may remain in effect without the invalid provision or application.

**2.2.5. NON-WAIVER OF LIABILITY**

The City of Phoenix as a public entity supported by tax monies, in execution of its public trust, cannot agree to waive any lawful or legitimate right to recover monies lawfully due it. Therefore, any Contractor agrees that it will not insist upon or demand any statement whereby the City agrees to limit in advance or waive any right the City might have to recover actual lawful damages in any court of law under applicable Arizona law.

**2.2.6. PAROL EVIDENCE**

This Agreement is intended by the parties as a final expression of their agreement and is intended also as a complete and exclusive statement of the terms of this agreement. No course of prior dealings between the parties and no usage in the trade will be relevant to supplement or explain any term used in this Contract. Acceptance or acquiescence in a course of performance rendered under this contract will not be relevant to determine the meaning of this Contract even though the accepting or acquiescing party has knowledge of the nature of the performance and opportunity to object.

**2.3. CONTRACT ADMINISTRATION AND OPERATION**

**2.3.1. RECORDS**

All books, accounts, reports, files and other records relating to the contract will be subject at all reasonable times to inspection and audit by the CITY for five years after completion of the contract. Such records will be produced at a City of Phoenix office as designated by the CITY. Confidentiality will be maintained, and CITY will not violate any proprietary or other confidentiality agreements Contractor has in place.

**2.3.2. DISCRIMINATION PROHIBITED**

Contractor agrees to abide by the provisions of the Phoenix City Code Chapter 18, Article V as amended.

Any contractor, in performing under this contract, will not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, national origin, age or disability nor otherwise commit an unfair employment practice. The supplier and/or lessee will take action to ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex, or national origin, age or disability and adhere to a policy to pay equal compensation to men and women who perform jobs that require substantially equal skill, effort and responsibility, and that are performed within the same establishment under similar working conditions. Such action will include but not be limited to the following: Employment, promotion,



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demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training; including apprenticeship. The supplier further agrees that this clause will be incorporated in all subcontracts with all labor organizations furnishing skilled, unskilled and union labor, or who may perform any such labor or services in connection with this contract. Contractor further agrees that this clause will be incorporated in all subcontracts, job-contractor agreements or subleases of this agreement entered into by supplier/lessee.

**2.3.3. EQUAL EMPLOYMENT OPPORTUNITY AND PAY**

In order to do business with the CITY, Contractor must comply with Phoenix City Code, 1969, Chapter 18, Article V, as amended, Equal Employment Opportunity Requirements. Contractor will direct any questions in regard to these requirements to the Equal Opportunity Department, (602) 262-6790.

**For a Contractor with 35 employees or fewer:** Contractor in performing under this Agreement shall not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, national origin, age, or disability, nor otherwise commit an unfair employment practice. The Contractor will ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex, national origin, age, or disability. Such action shall include but not be limited to the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training; including apprenticeship. The Contractor further agrees that this clause will be incorporated in all subcontracts related to this Agreement that involve furnishing skilled, unskilled and union labor, or who may perform any such labor or services in connection with this Agreement. Contractor further agrees that this clause will be incorporated in all subcontracts, Contractor agreements or subleases of this agreement entered into by supplier/lessee.

**For a Contractor with more than 35 employees:** Contractor in performing under this Agreement shall not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, national origin, age, or disability, nor otherwise commit an unfair employment practice. The Contractor will ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex, national origin, age, or disability, and shall adhere to a policy to pay equal compensation to men and women who perform jobs that require substantially equal skill, effort, and responsibility, and that are performed within the same establishment under similar working conditions. Such action shall include but not be limited to the following: employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training; including apprenticeship. The Contractor further agrees that this clause will be incorporated in all subcontracts with all labor organizations furnishing skilled, unskilled and union labor, or who may perform any such labor or services in connection with this contract. Contractor further agrees that this clause will be incorporated in all subcontracts, job-Contractor agreements or subleases



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of this Agreement entered into by supplier/lessee. The Contractor further agrees not to discriminate against any worker, employee or applicant, or any member of the public, because of sexual orientation or gender identity or expression and shall ensure that applicants are employed, and employees are dealt with during employment without regard to their sexual orientation or gender identity or expression.

2.3.3.1. Documentation: Suppliers and lessees may be required to provide additional documentation to the Equal Opportunity Department affirming that a nondiscriminatory policy is being utilized.

2.3.3.2. Monitoring: The Equal Opportunity Department shall monitor the employment policies and practices of suppliers and lessees subject to this article as deemed necessary. The Equal Opportunity Department is authorized to conduct on-site compliance reviews of selected firms, which may include an audit of personnel and payroll records, if necessary.

**2.3.4. LEGAL WORKER REQUIREMENTS**

The City of Phoenix is prohibited by A.R.S. § 41-4401 from awarding a contract to any Contractor who fails, or whose subcontractors fail, to comply with A.R.S. § 23-214(A). Therefore, Contractor agrees that:

2.3.4.1. Contractor and each subcontractor it uses warrants their compliance with all federal immigration laws and regulations that relate to their employees and their compliance with A.R.S. § 23-214, subsection A.

2.3.4.2. A breach of a warranty under paragraph 2.3.4.1 will be deemed a material breach of the contract that is subject to penalties up to and including termination of the contract.

2.3.4.3. The City of Phoenix retains the legal right to inspect the papers of any Contractor or subcontractor employee who works on the contract to ensure that the Contractor or subcontractor is complying with the warranty under paragraph 2.3.4.1.

**2.3.5. HEALTH, ENVIRONMENTAL AND SAFETY REQUIREMENTS**

The Contractor's products, services and facilities will be in full compliance with all applicable Federal, State and local health, environmental and safety laws, regulations, standards, codes and ordinances, regardless of whether or not they are referred to by the CITY.

At the request of CITY representatives, the Contractor shall provide the CITY:

2.3.5.1. Environmental, safety and health regulatory compliance documents (written safety programs, training records, permits, etc.) applicable to services provided by the Contractor in this contract

2.3.5.2. A list of all federal, state, or local (EPA, OSHA, Maricopa County, etc.) citations or notice of violations issued against their firm or their subcontractors including dates, reasons, dispositions and resolutions.





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The CITY will have the right, but not the obligation to inspect the facilities, transportation vehicles or vessels, containers and disposal facilities provided by the Contractor or subcontractor. The CITY will also have the right to inspect operations conducted by the Contractor or subcontractor in the performance of this agreement. The CITY further reserves the right to make unannounced inspections of the Contractor's facilities (during normal business hours).

**2.3.6. COMPLIANCE WITH LAWS**

Contractor agrees to fully observe and comply with all applicable Federal, State and local laws, regulations, standards, codes and ordinances when performing under this Contract regardless of whether they are being referred to by the CITY. Contractor agrees to permit CITY inspection of Contractor's business records, including personnel records to verify any such compliance.

Because the contractor will be acting as an independent contractor, the CITY assumes no responsibility for the Contractor's acts.

**2.3.7. LAWFUL PRESENCE REQUIREMENT**

Pursuant to A.R.S. §§ 1-501 and -502, the City of Phoenix is prohibited from awarding a contract to any natural person who cannot establish that he or she is lawfully present in the United States. In order to establish lawful presence, this person must produce qualifying identification and sign a CITY-provided affidavit affirming that the identification provided is genuine. This requirement will be imposed at the time of contract award. In the event the prevailing responder is unable to satisfy this requirement, the CITY will offer the award to the next-highest scoring responder. The law does not apply to fictitious entities such as corporations, partnerships and limited liability companies.

**2.3.8. CONTINUATION DURING DISPUTES**

Contractor agrees that notwithstanding the existence of any dispute between the parties, insofar as is possible, under the terms of the contract, the Contractor will continue to perform the obligations required of Contractor during the continuation of any such dispute unless enjoined or prohibited by an Arizona Court of competent jurisdiction.


**2.3.9. EMERGENCY PURCHASES**

The CITY reserves the right to purchase from other sources those items which are required on an emergency basis and cannot be supplied immediately from stock by the Contractor.

**2.4. COSTS AND PAYMENTS**

**2.4.1. GENERAL**

Any prompt payment terms offered must be clearly noted by the Contractor on all invoices submitted to the City for the payment of goods or services received. The City will make every effort to process payment for the purchase of material or

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services within 30 to 45 calendar days after receipt of a correct invoice, unless a good faith dispute exists to any obligation to pay all or a portion of the account. Payment terms are specified in the Offer.

**2.4.2. PAYMENT DEDUCTION OFFSET PROVISION**

Contractor acknowledges that the City Charter requires that no payment be made to any Contractor as long as there is an outstanding obligation due to the CITY. Contractor agrees that any obligation it owes to the CITY will be offset against any payment due to the Contractor from the CITY.

**2.4.3. LATE SUBMISSION OF CLAIM BY CONTRACTOR**

The CITY will not honor any invoices or claims which are tendered one year after the last item of the account accrued.

**2.4.4. DISCOUNTS**

Payment discounts will be computed from the date of receiving acceptable products, materials and/or services or correct invoice, whichever is later to the date payment is mailed.

**2.4.5. NO ADVANCE PAYMENTS**

Advance payments are not authorized. Payment will be made only for actual services or commodities that have been received, unless addressed specifically in the Scope of work for subscription services.

**2.4.6. FUND APPROPRIATION CONTINGENCY**


The Contractor recognizes that any agreement entered into will commence upon the day first provided and continue in full force and effect until termination in accordance with its provisions. The Contractor and the CITY herein recognize that the continuation of any contract after the close of any given fiscal year of the CITY, which ends on June 30th of each year, will be subject to the approval of the budget of the CITY providing for or covering such contract item as an expenditure therein. The CITY does not represent that said budget item will be actually adopted, said determination being the determination of the City Council at the time of the adoption of the budget.

**2.4.7. MAXIMUM PRICES**

The CITY will not be invoiced at prices higher than those stated in any contract resulting from this Offer. Contractor certifies, by signing this Offer that the prices offered are no higher than the lowest price the Contractor charges other buyers for similar quantities under similar conditions, as applicable and shown by quotes for like services and goods. Contractor further agrees that any reductions in the price of the goods or services covered by this Offer and occurring after award will apply to the undelivered balance. The Contractor will promptly notify the CITY of such price reductions.

**2.4.8. F.O.B. POINT**

All prices are to be quoted F.O.B. delivered, unless specified elsewhere in this solicitation.

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**2.5. CONTRACT CHANGES**

**2.5.1. CONTRACT AMENDMENTS**

Contracts will be modified only by a written contract amendment signed persons duly authorized to enter into contracts on behalf of the Contractor. No verbal agreement or conversation with any officer, agent, or employee of the City either before or after execution of the contract, will affect or modify any of the terms or obligations contained or to be contained in the contract. Any such verbal agreements or conversation shall be considered as unofficial information and in no way binding upon the City or the Contractor. All agreements shall be in writing and contract changes shall be by written amendment signed by both parties.

**2.5.2. ASSIGNMENT – DELEGATION**

No right or interest in this contract nor monies due hereunder will be assigned in whole or in part without written permission of the City, and no delegation of any duty of Contractor will be made without prior written permission of the City, which may be withheld for good cause. Any assignment or delegation made in violation of this section will be void.

**2.5.3. NON-EXCLUSIVE CONTRACT**

Any contract resulting from this solicitation will be awarded with the understanding and agreement that it is for the sole convenience of the City. The City reserves the right to obtain like goods or services from another source when necessary.

**2.6. RISK OF LOSS AND LIABILITY**

**2.6.1. TITLE AND RISK OF LOSS**

The title and risk of loss of material or service will not pass to the City until the City actually receives the material or service at the point of delivery; and such loss, injury, or destruction will not release seller from any obligation hereunder.

**2.6.2. ACCEPTANCE**

All material or service is subject to final inspection and acceptance by the City. Material or service failing to conform to the specifications of this contract will be held at Contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. Noncompliance will conform to the cancellation clause set forth in this document.

**2.6.3. FORCE MAJEURE**

Except for payment of sums due, neither party will be liable to the other nor deemed in default under this contract if and to the extent that such party's performance of this contract is prevented by reason of force majeure. The term "force majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Force majeure will not include late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure term and condition.



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If either party is delayed at any time in the progress of the work by force majeure, the delayed party will notify the other party in writing of such delay, as soon as is practical, of the commencement thereof and will specify the causes of such delay in such notice. Such notice will be hand-delivered or mailed certified-return receipt and will make a specific reference to this provision, thereby invoking its provisions. The delayed party will cause such delay to cease as soon as practicable and will notify the other party in writing when it has done so. The time of completion will be extended by contract modification for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this contract.

**2.6.4. LOSS OF MATERIALS**

The CITY does not assume any responsibility, at any time, for the protection of or for loss of materials, from the time that the contract operations have commenced until Contract expiration. Any such loss, injury or destruction will not release Contractor from any obligations under the Contract.

**2.6.5. CONTRACT PERFORMANCE**

Contractor will furnish all necessary labor, tools, equipment, and supplies to perform the required services at the City facilities designated, unless otherwise specifically addressed in the scope, or elsewhere in this Agreement. The City's authorized representative will decide all questions which may arise as to the quality and acceptability of any work performed under the contract. If, in the opinion of the City's authorized representative, performance becomes unsatisfactory, the City will notify the Contractor.

The Contractor will have 30 days from that time to correct any specific instances of unsatisfactory performance, unless a different amount of time is specified in the agreement. In the event the unsatisfactory performance is not corrected within the time specified, the City will have the immediate right to complete the work to its satisfaction and will deduct the cost to cover from any balances due or to become due the Contractor. Repeated incidences of unsatisfactory performance may result in cancellation of the agreement for default.

**2.6.6. DAMAGE TO CITY PROPERTY**

Contractor will perform all work so that no damage to the building or grounds results. Contractor will repair any damage caused to the satisfaction of the City at no cost to the City.

Contractor will take care to avoid damage to adjacent finished materials that are to remain. If finished materials are damaged, Contractor will repair and finish to match existing material as approved by the City at Contractor's expense.

**2.7. CITY'S CONTRACTUAL RIGHTS**

**2.7.1. RIGHT TO ASSURANCE**



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Whenever one party to this contract in good faith has reason to question the other party's intent to perform, the former party may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five days, the demanding party may treat this failure as an anticipatory repudiation of this contract.

**2.7.2. NON-EXCLUSIVE REMEDIES**

The rights and remedies of the City under this Contract are non-exclusive.

**2.7.3. DEFAULT IN ONE INSTALLMENT TO CONSTITUTE BREACH**

Each installment or lot of the agreement is dependent on every other installment or lot and a delivery of non-conforming goods or a default of any nature under one installment or lot will impair the value of the whole agreement and constitutes a total breach of the agreement as a whole.

**2.7.4. ON TIME DELIVERY**

Because the City is providing services which involve health, safety and welfare of the general public, delivery time is of the essence. Delivery must be made in accordance with the delivery schedule promised by the Contractor.

**2.7.5. DEFAULT**

In case of default by the Contractor, the City may, by written notice, cancel this contract and repurchase from another source and may recover the excess costs by (1) deduction from an unpaid balance due; (2) collection against the bid and/or performance bond, or (3) a combination of the aforementioned remedies or other remedies as provided by law.

**2.7.6. COVENANT AGAINST CONTINGENT FEES**


Contractor warrants that no person or selling agent has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employers or bona fide established commercial or selling agencies maintained by the Contractor for the purpose of securing business. For breach or violation of this warranty, the CITY will have the right to annul the contract without liability or in its discretion to deduct from the contract price a consideration, or otherwise recover the full amount of such commission, brokerage or contingent fee.

**2.7.7. COST JUSTIFICATION**

In the event only one response is received, the City may require that the Contractor submit a cost proposal in sufficient detail for the City to perform a cost/price analysis to determine if the Offer price is fair and reasonable.

**2.7.8. WORK PRODUCT, EQUIPMENT AND MATERIALS**

All work product, equipment, or materials created or purchased under this contract belongs to the City and must be delivered to the City at City's request upon termination of this contract. Contractor agrees to assign to City all rights and interests Contractor may have in materials prepared under this contract that are

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“works for hire” within the meaning of the copyright laws of the United States, including any right to derivative use of the material.

**2.8. CONTRACT TERMINATION**

**2.8.1. GRATUITIES**

The City may, by written notice to the Contractor, cancel this contract if it is found that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City making any determinations with respect to the performing of such contract. In the event this contract is canceled by the City pursuant to this provision, the City will be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity.

**2.8.2. CONDITIONS AND CAUSES FOR TERMINATION**

2.8.2.1. This contract may be terminated at any time by mutual written consent, or by the City, with or without cause, upon giving 30-day written notice to Contractor. The City at its convenience, by written notice, may terminate this contract, in whole or in part. If this contract is terminated, the City will be liable only for payment under the payment provisions of this contract for services rendered and accepted material received by the City before the effective date of termination. Title to all materials, work-in-process and completed but undeliverable goods, will pass to the City after costs are claimed and allowed. The Contractor will submit detailed cost claims in an acceptable manner and will permit the City to examine such books and records as may be necessary in order to verify the reasonableness of any claims.

2.8.2.2. The City reserves the right to cancel the whole or any part of this contract due to failure of Contractor to carry out any term, promise, or condition of the contract. The City will issue a written notice of default to Contractor for acting or failing to act as in any of the following:

- In the opinion of the City, Contractor provides personnel who do not meet the requirements of the contract;
- In the opinion of the City, Contractor fails to perform adequately the stipulations, conditions or services/specifications required in this contract;
- In the opinion of the City, Contractor attempts to impose on the City personnel or materials, products or workmanship, which is of an unacceptable quality.
- Contractor fails to furnish the required service and/or product within the time stipulated in the contract;



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- In the opinion of the City, Contractor fails to make progress in the performance of the requirements of the contract and/or give the City a positive indication that Contractor will not or cannot perform to the requirements of the contract.

**2.8.3. CONTRACT CANCELLATION**

All parties acknowledge that this contract is subject to cancellation by the City of Phoenix pursuant to the provision of Section 38-511, Arizona Revised Statutes.

**2.9. STATE AND LOCAL TRANSACTION PRIVILEGE TAXES**


In accordance with applicable state and local law, transaction privilege taxes may be applicable to this transaction. The state and local transaction privilege (sales) tax burden is on the person who is conducting business in Arizona and the City of Phoenix. The legal liability to remit the tax is on the person conducting business in Arizona. Any failure by the Contractor to collect applicable taxes from the CITY shall not relieve the Contractor from its obligation to remit taxes. It is the responsibility of the prospective Offeror to determine any applicable taxes. The CITY will look at the price or offer submitted and will not deduct, add or alter pricing based on speculation or application of any taxes, nor will the CITY provide advice or guidance. If you have questions regarding your tax liability, please seek advice from a tax professional prior to submitting your Offer. You may also find information at [Phoenix Tax Division](#) or [State of AZ Department of Revenue](#) Once your Offer is submitted, the Offer is valid for the time specified in this Solicitation, regardless of mistake or omission of tax liability. If the CITY finds over payment of a project due to tax consideration that was not due, the Contractor will be liable to the CITY for that amount, and by contracting with the CITY agrees to remit any overpayments back to the CITY for miscalculations on taxes included in an Offer price.

**2.10. TAX INDEMNIFICATION**

Contractor shall, and require the same of all subcontractors, pay all federal, state and local taxes applicable to its operation and any persons employed by the Contractor. Contractor shall, and require the same of all subcontractors, hold the CITY harmless from any responsibility for taxes, damages and interest, if applicable, contributions required under federal, and/or state and local laws and regulations and any other costs including transaction privilege taxes, unemployment compensation insurance, Social Security and Worker's Compensation, and require the same of all subcontractors.

**2.11. TAX RESPONSIBILITY QUALIFICATION**

Contractor may be required to establish, to the satisfaction of City, that any and all fees and taxes due to the City or the State of Arizona for any License or Transaction Privilege taxes, Use taxes or similar excise taxes, are currently paid (except for matters under legal protest). Contractor agrees to a waiver of the confidentiality provisions contained in the City Finance Code and any similar confidentiality provisions contained in Arizona statutes relative to State Transaction Privilege Taxes or Use Taxes. Contractor agrees to provide written authorization to the City Finance Department and to the Arizona State Department of Revenue to release tax information relative to Arizona Transaction Privilege Taxes or

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Arizona Use Taxes in order to assist the Department in evaluating Contractor's qualifications for and compliance with contract for duration of the term of contract.

**2.12. NO ISRAEL BOYCOTT**

By entering into this contract, the Contractor certifies that they are not currently engaged in, and agrees for the duration of the contract to not engage in, a boycott of goods or services from Israel.



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**3.1. TERM OF CONTRACT AND OPTION TO EXTEND**

The initial Contract shall commence on or about July 1, 2021 and end December 31, 2023. The CITY may, at its sole option, extend the period of this contract up to three additional years in increments of up to one year.

The final contract term will conclude services on December 31 and include two additional months to allow for Common Area Maintenance Reconciliation and final payment of property bills to finalize transfer of service. Contractor will make every attempt to finalize all work and invoicing by Contractor and its subcontracts prior to contract expiration.

**3.2. PRICING**

All prices offered shall be firm and fixed for the entire term of the contract, which includes options.

Contractor will be reimbursed for CITY-approved costs and/or expenses incurred while performing the services specified in the contract. The reimbursable costs and expenses shall not exceed the usual and customary charges for such services imposed by property management agents managing similar properties in the same geographical area.

**3.3. METHOD OF ORDERING**

Contractor shall deliver services only upon receipt of a written purchase order. All Contractor invoices must include the City of Phoenix purchase order number.

**3.4. METHOD OF INVOICING AND PAYMENT**

The CITY will compensate the Contractor for satisfactory and complete performance of work under the contract at the price set forth in the contract. Contractor shall be paid on a monthly basis in arrears. On or before the 15th day of each month, Contractor shall submit one (1) invoice to the CITY for work performed during the previous month. Invoice must contain the date, contract/RFP number, supporting documentation, invoice amount and the associated purchase order number.

The CITY shall make every effort to process payment for the purchase of services within 45 calendar days after receipt and approval of a correct invoice. Any prompt payment terms offered must be clearly noted by Contractor on all invoices submitted to the CITY. Payment of invoice(s) will be delayed if an invoice or supporting documentation submitted is incorrect or incomplete.

Monthly invoice must be sent for review to:

City of Phoenix, Public Transit Department  
Attn: Facilities Division, Contract Manager  
302 North First Avenue, Suite 900

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Following approval, Contractor will email the invoice in PDF format to [invoices@phoenix.gov](mailto:invoices@phoenix.gov), copying the CITY’s designated Contract Administrator. Each PDF attachment will contain only one invoice, although multiple PDFs may accompany an email. The email will be in plain text format free of any signatures or images (jpeg, bmp, etc.).

A “remit to” address must also be on the invoice and must match the address on file with the CITY. Any changes to the remit to address must be updated by the vendor in its ProcurePHX vendor profile at <https://www.phoenix.gov/procure>.

Advance payments are not authorized. Payment will be made only for actual services that have been received and approved. The Contractor shall operate within the budgetary limitations established by the CITY under the direction of the Public Transit Director or their designee.

**3.5. SUPPLIER PROFILE CHANGES**

It is the responsibility of the Contractor to promptly update their profile in procurePHX at <https://www.phoenix.gov/procure>. If Contractor’s legal identify has changed, the Procurement Officer must be notified immediately. Failure to do so may result in non-payment of invoices and contract termination.

**3.6. ESTIMATED QUANTITIES OR DOLLAR AMOUNTS**

Quantities and dollar amounts listed are the CITY’s best estimate and do not obligate the CITY to order or accept more than CITY’s actual requirements during the period of this agreement, as determined by actual needs and availability of appropriated funds. It is expressly understood and agreed that the Contract is to supply the CITY with its complete actual requirement for the Contract period.

**3.7. AUTHORIZED CHANGES**

The City reserves the right at any time to make changes in any one or more of the following: (a) specifications; (b) methods of shipment or packing; (c) place of delivery; (d) time of delivery; and/or (e) quantities. If the change causes an increase or decrease in the cost of or the time required for performance, an equitable adjustment may be made in the price or delivery schedule, or both. Any claim for adjustment will be deemed waived unless asserted in writing within thirty days from the receipt of the change. Price increases or extensions of delivery time will not be binding on the City unless evidenced in writing and approved by the Deputy Finance Director or Department Director prior to the institution of the change.

**3.8. ADDITION OR DELETION OF SERVICES**



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The CITY reserves the right to add and/or delete services and/or locations under the Contract. If service levels increase or decrease, the cost will be adjusted in accordance with the contract price.

All contract changes may be incorporated into written and signed amendments to the Contract at the sole discretion of the CITY. If applicable, each amendment will state any increase or decrease in the amount of the compensation due to Contractor for the change in service. Oral changes to the Contract are not authorized, but the CITY may provide changes by written notification to Contractor.

**3.9. SUSPENSIONS OF WORK**

The Procurement Officer and the project manager reserve the right to suspend work wholly or in part if deemed necessary for the best interest of the City. This suspension will be without compensation to the Contractor, other than to adjust the contract completion/delivery requirements.

**3.10. HOURS OF WORK**

All work under this contract shall be coordinated with the Transit Facilities Contract Manager. Any changes to the established schedule must have prior written approval by the Transit Facilities Contract Manager.

**3.11. POST-AWARD CONFERENCE**

Contractor shall attend a post-award conference to be held by the Transit Facilities Contract Manager prior to commencement of any work on the project. The purpose of this conference is to discuss critical elements of the work schedule and operational problems and procedures.

**3.12. PERFORMANCE INTERFERENCE**

Contractor shall notify the Transit Facilities Contract Manager immediately of any occurrence and/or condition that interferes with the full performance of the contract and confirm it in writing within 24 hours.

**3.13. ADVERTISING**

Contractor will not advertise or publish news releases concerning this contract without the prior written consent of the Deputy Finance Director or Public Transit Director, and the City will not unreasonably withhold permission.

**3.14. EXCLUSIVE POSSESSION**

All services, information, computer program elements, reports, and other deliverables which may be created under this contract are the sole property of the City of Phoenix and will not be used by the Contractor or any other person except with prior written permission by the City.

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**3.15. STRICT PERFORMANCE**

Failure of either party to insist upon the strict performance of any item or condition of the contract or to exercise or delay the exercise of any right or remedy provided in the contract, or by law, or the acceptance of materials or services, obligations imposed by this contract, or by law, will not be deemed a waiver of any right of either party to insist upon the strict performance of the contract.

**3.16. LICENSES AND PERMITS**

Contractor will keep current Federal, State, and local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this contract.

**3.17. PROCUREMENT REPORTS**

Contractor shall submit procurement reports upon request in an electronic format acceptable to the City during the term of this contract and any extensions commencing one month after start period.

**3.18. COMMUNICATION IN ENGLISH**

It is mandatory that the Contractor’s lead person assigned to any City facility can speak, read, and write in English to effectively communicate with City staff.

**3.19. CONTRACTOR ASSIGNMENTS**

The Contractor hereby agrees that any of its employees who may be assigned to a City site to satisfy obligations under this contract shall be used exclusively for that purpose during the hours when they are working in areas covered by this contract and shall perform no work at other City facilities. If other services, in addition to or separate from, the services specified herein, may be deemed necessary by the Deputy Finance Director or Department Director or his authorized representative, the Contractor may be requested to perform the additional or special service.

**3.20. TRANSITION OF CONTRACT**

Contractor will, without limitation, provide important information to a successor Contractor and the City to ensure continuity of service at the required level of proficiency and agrees to provide to the City all files, supplies, data, records, and any other properties or materials of the City, which the City owns or has rights to pursuant to this contract and which are in the possession of Contractor. The provisions of this section will survive the expiration or termination of this contract.

**3.21. BACKGROUND SCREENING**



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Contractor agrees that all Contractor and subcontractors' workers (collectively "Contract Worker(s)") pursuant to this Agreement will be subject to background and security checks and screening (collectively "Background Screening") at Contractor's sole cost and expense, unless otherwise provided for in the scope of work. Contractor's background screening will comply with all applicable laws, rules and regulations. Contractor further agrees that the background screening is necessary to preserve and protect the public health, safety and welfare. The City requires a completed Contract Worker Badge/Key/Intrusion Detection Responsibilities Agreement for each Contract Worker who requires a badge or key.

**3.21.1. Background Screening Risk Level:** The City has established two levels of risk: Standard and Maximum risk. If the scope of work changes, the City may amend the level of risk, which could require the Contractor to incur additional contract costs to obtain background screens or badges.

**3.21.2. Terms of This Section Applicable to all Contractor's Contracts and Subcontracts:** Contractor will include Contract Worker background screening in all contracts and subcontracts for services furnished under this agreement.

**3.21.3. Materiality of Background Screening Requirements; Indemnity:** The background screening requirements are material to City's entry into this agreement and any breach of these provisions will be deemed a material breach of this contract. In addition to the indemnity provisions set forth in this agreement, Contractor will defend, indemnify and hold harmless the City for all claims arising out of this background screening section including, but not limited to, the disqualifications of a Contract Worker by Contractor. The background screening requirements are the minimum requirements for the Agreement. The City in no way warrants that these minimum requirements are sufficient to protect Contractor from any liabilities that may arise out of the Contractor's services under this Agreement or Contractor's failure to comply with this section. Therefore, Contractor and its Contract Workers will take any reasonable, prudent and necessary measures to preserve and protect public health, safety and welfare when providing services under this Agreement.

**3.21.4. Continuing Duty; Audit:** Contractor's obligations and requirements will continue throughout the entire term of this Contract. Contractor will maintain all records and documents related to all background screenings and the City reserves the right to audit Contractor's records.

**3.21.5. Contractor's Default; Liquidated Damages; Reservation of Remedies for Material Breach:** If Contractor is required to access any City facilities without an escort, City badging is required. Contractor's default under this section will include, but is not limited to, the following:

- Contract Worker gains access to a City facility(s) without the proper badge or key;
- Contract Worker uses a badge or key of another to gain access to a City facility;



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- Contract Worker commences services under this agreement without the proper badge, key or background screening;
- Contract Worker or Contractor submits false information or negligently submits wrong information to the City to obtain a badge, key or applicable background screening; or
- Contractor fails to collect and timely return Contract Worker's badge or key upon termination of Contract Worker's employment, reassignment of Contract Worker to another City facility or upon the expiration, cancellation or termination of this Agreement.
- Contractor acknowledges and agrees that the access control, badge and key requirements in this section are necessary to preserve and protect the public health, safety and welfare. Accordingly, Contractor agrees to properly cure any default under this section within three business days (excluding weekends and City holidays) from the date notice of default is sent by the City. The parties agree that Contractor's failure to properly cure any default under this section will constitute a breach of this section. In addition to any other remedy available to the City at law or in equity, the Contractor will be liable for and pay to the City the sum of \$1,000.00 for each breach by Contractor in this section. The parties further agree that the sum fixed above is reasonable and approximates the actual or anticipated loss to the City at the time and making of this agreement if Contractor breaches this section. Further, the parties expressly acknowledge and agree to the fixed sum set forth above because of the difficulty of proving the City's actual damages if Contractor breaches this section. The parties further agree that three breaches by Contractor in this section arising out of any default within a consecutive period of three months or three breaches by Contractor in this section arising out of the same default within a period of 12 consecutive months will constitute a material breach of this agreement by Contractor and the City expressly reserves all of its rights, remedies and interests under this agreement, at law and in equity including, but not limited to, termination of this agreement.

**3.21.6. Employee Identification and Access:** Contract Workers are forbidden access to designated restricted areas. Access to each building will be as directed by the authorized Phoenix authorized representative. Contract Workers are not authorized access other than during scheduled hours. Access to the building will be directed by the City's authorized representative.

Only authorized Contract Workers are allowed on the premises of the City facilities/buildings. Contract Workers are not to be accompanied in the work area by acquaintances, family members, assistants or any other person unless said person is an authorized Contract Worker.

Unless otherwise provided for in the scope of work:

- Contract Workers must **always** have city issued badges and some form of verifiable company identification (badge, uniform, employee id).



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- Contractor will supply a list of the names and titles of all employees requiring access to the buildings. It is the Contractor's responsibility to provide updates and changes of personnel as necessary.

3.21.7. **Key Access Procedures:** If the Contractor Worker's services require keyed access to enter a City facility(ies), a separate key issue/return form must be completed and submitted by the Contractor for each key issued. Contractor must submit the completed key issue/return form to the appropriate badging office.

3.21.8. **Stolen or Lost Badges or Keys:** Contractor must immediately report lost or stolen badges or keys to the City's appropriate badging office. If the badge/key was stolen, Contract Worker's must report the theft to their local police department. Prior to issuance of a new badge or key, a new badge application or key issue form must be completed, submittal of a police department report for stolen badges, and applicable payment of the fee(s) listed herein.

3.21.9. **Return of Badge or Key:** All badges and keys are the property of the City and must be returned to the City at the badging office within one business day (excluding weekends and City holidays) of when the Contract Worker's access to a City facility is no longer required to furnish the services under this agreement. Contractor will collect a Contract Worker's badge and key(s) upon the termination of the Contract Worker's employment; when the Contractor Worker's services are no longer required at a City facility(s); or upon termination, cancellation or expiration of this agreement.

3.21.10. **Badge and Key Fees:** The following constitute the badge and key fees under this agreement. The City reserves the right to amend these fees upon a 30-day prior written notice to Contractor.

Replacement Badge Fee:	\$55.00 per badge
Lost/Stolen Badge Fee:	\$55.00 per badge
Replacement Key Fee:	\$55.00 per key
Replacement Locks:	\$55.00 per lock

**3.22. BACKGROUND SCREENING – MAXIMUM RISK**

3.22.1. The current risk level and background screening required is **MAXIMUM RISK**.

3.22.2. **Maximum Risk Level:** A maximum risk background screening will be performed every five years when the Contract Worker's work assignment will:

- work directly with vulnerable adults or children, (under age 18); or
- any responsibility for the receipt of payment of City funds or control of inventories, assets, or records that are at risk of misappropriation; or
- unescorted access to:
  - City data centers, money rooms, high-valve equipment rooms; or
  - unescorted access to private residences; or



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- access to critical infrastructure sites/facilities; or
- direct or remote access to Criminal Justice Information Systems (CJIS) infrastructure.

3.22.3. **Requirements:** The background screening for maximum risk level will include a background check for real identity/legal name and will include felony and misdemeanor records from any county in the United States, the State of Arizona, plus any other jurisdiction where the Contractor worker has lived at any time in the preceding seven years from the Contract Worker's proposed date of hire. In addition, Maximum screening levels may require additional checks as included herein, depending on the scope of work, and may be amended if the scope of work changes.

3.22.4. **Contractor Certification; City Approval of Maximum Risk Background Screening:** Unless otherwise provided for in the Scope of Work, Contractor will be responsible for:

- determining whether Contract Worker(s) are disqualified from performing work for the City for maximum risk level background checks; and,
- submitting pass/fail results to the City for approval; and,
- reviewing the results of the background check every three to five years, dependent on scope; and,
- to engage in whatever due diligence is necessary to make the decision on whether to disqualify a Contract Worker; and,
- Submitting the list of qualified Contract Workers to the contracting department; and,
- If, upon review of the background information, the City will advise the Contractor if it believes a Contract Worker should be disqualified. The Contractor will evaluate the Contract Worker and if the Contractor believes that there are extenuating circumstances that suggest that the person should not be disqualified, the Contractor will discuss those circumstances with the contracting department. The contracting department decision on disqualification of a Contract Worker is final.
- For sole proprietors, the Contractor must comply with the background check for himself and any business partners, or members or employees who will assist on the contract and for whom the requirements of the Agreement apply.
- By executing this agreement, Contractor certifies and warrants that Contractor has read the background screening requirements and criteria in this section, and that all background screening information furnished to the City is accurate and current.
- The City final documented decision will be an "approve" or "deny" for identified Contract Workers.
- The City will not keep records related to background checks once they are confirmed. Information to verify the results will be returned to the Contractor, or any contracted agency that assists with review, after the City's completed review.



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- By executing this agreement, Contractor further certifies and warrants that Contractor has satisfied all such background screening requirements for the maximum risk background screening, and verified legal worker status, as required.
- Contract Workers will not apply for the appropriate City of Phoenix identification and access badge or keys until Contractor has received the City’s written acceptance of Contract Worker’s maximum risk background screening. The City may, in its sole discretion, accept or reject any or all the Contract Workers proposed by Contractor for performing work under this Agreement. A Contract Worker rejected for work at a maximum risk level under this agreement will not be proposed to perform work under other city contracts or engagements without city’s prior written approval.

**3.23. CONFIDENTIALITY AND DATA SECURITY**

All data, regardless of form, including originals, images and reproductions, prepared by, obtained by, or transmitted to Contractor in connection with this Agreement is confidential, proprietary information owned by the City, unless otherwise agreed upon within this Agreement. Except as specifically provided in this Agreement, the Contractor shall not disclose data generated in the performance of the service to any third person without the prior written consent of the City Manager or his/her designee.

Contractor agrees to abide by all current applicable legal and industry data security and privacy requirements and to notify the City immediately if the scope of work changes or personal identifying information or information subject to Payment Card Industry Standards becomes part of the Agreement.

Contractor agrees to comply with all City information security and technology policies, standards, and procedures when accessing City networks and computerized systems whether onsite or remotely.

A violation of this Section may result in immediate termination of this Agreement without notice. The obligations of Contractor under this Section shall survive the termination of this Agreement.

**3.24. SECURITY INQUIRIES**

Contractor acknowledges that all of the employees that it provides pursuant to this Contract shall, at Contractor’s expense, be subject to background and security checks and screening at the request of the City. Contractor shall perform all such security inquiries and shall make the results available to the City for all employees considered for performing work (including supervision and oversight) under this Contract. City may make further security inquiries. Whether or not further security inquiries are made by the City, City may, at its sole, absolute and unfettered discretion, accept or reject any or all of the employees proposed by the Contractor for performing work under this Contract. Employees rejected by the City for performing services under this Contract may still be engaged by Contractor for other work not involving the City. An employee rejected for work under this Contract

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shall not be proposed to perform work under other City contracts or engagements without the City’s prior approval.

The City, in its sole discretion, reserves the right, but not the obligation to:

- require an employee/prospective employee of the Contractor to provide fingerprints and execute such other documentation as may be necessary to obtain criminal justice information pursuant to A.R.S. 41-1750 (G) (4);
- act on newly acquired information whether or not such information should have been previously discovered;
- unilaterally change its standards and criteria relative to the acceptability of Contractor’s employees and/or prospective employees; and
- object, at any time and for any reason, to an employee of Contractor performing work (including supervision and oversight) under this Agreement. Contractor will bear the costs of all inquiries requested by the City.

**3.25. CONTRACT REVIEWS**

The CITY will conduct monthly compliance reviews or as often as it deems prudent. The review with Contractor is to discuss any previous and upcoming issues. Contractor will be notified of the exact time and place of each meeting.

**3.26. CLEANING**

Contractor shall keep the premises clean of all rubbish and debris generated by the work involved and shall leave the premises neat and clean. The work area shall be cleaned at the end of each work day.

The CITY is not responsible for theft or damage to Contractor's property. All possible safety hazards to workers or the public shall be corrected immediately and left in a safe condition at the end of each work day. If there is a question in this area, the CITY’s Transit Facilities Contract Manager will be consulted.

**3.27. DAMAGE TO CITY PROPERTY**

Contractor shall perform all work so that no damage to the CITY building or grounds results. Contractor shall repair any damage caused to the CITY’s satisfaction at no cost to the CITY.

Contractor shall exercise care to avoid damage to adjacent finished materials that are to remain. If finished materials are damaged, Contractor shall repair and finish to match existing materials as approved by the CITY at Contractor’s expense.

**3.28. PROFESSIONAL COMPETENCY**

Services provided by Contractor will be performed in a manner consistent with the level of care and skill ordinarily exercised by members of Contractor’s profession currently

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practicing in the same industry under similar conditions. Acceptance or approval by the CITY of Contractor's work will in no way relieve Contractor of liability to the CITY for damages suffered or incurred arising from the failure of Contractor to adhere to the previously mentioned standard of professional competence.

### **3.29. TRANSITION COOPERATION AGREEMENT**

Contractor recognizes that the services under the Contract are vital to the City and must be continued without interruption. Upon expiration, termination or other conclusion of the Contract and of Contractor's rights and duties under it, the parties anticipate that a successor provider may be selected by the City to perform the same or similar work. The successor provider may be Contractor or some other individual, firm or entity.

If the successor provider is an individual, firm or entity (other than Contractor) then Contractor shall cooperate fully with the successor provider to effect a smooth and seamless transition. This cooperation must include the following.

- 3.29.1 Contractor shall share and permit copying of all books and records necessary or convenient for the successor provider to undertake its work. These records include maintenance records, inventory records, supplier contracts, and support agreements.
- 3.29.2 If original records are necessary for the successor provider to properly perform its legal obligations, Contractor shall provide the originals to the successor, and Contractor shall keep copies of them.
- 3.29.3 Contractor shall share and permit copying of all pertinent personnel records.
- 3.29.4 Contractor shall execute documents necessary to effectuate a transfer of all contracts, goods, services and utilities.
- 3.29.5 Contractor shall not sell, transfer, convey or encumber any CITY assets or any of the assets to be transferred to the successor provider.
- 3.29.6 Contractor shall maintain all inventory levels necessary for the successor provider to continue to perform the work.
- 3.29.7 As the CITY may direct, Contractor shall surrender to the successor provider or to the CITY all CITY-owned real, personal and/or intellectual property.
- 3.29.8 Contractor shall inventory all property (real, personal or mixed) purchased or leased with CITY funds and all property in which the CITY has an ownership or possessory interest. Contractor shall include a description of the property and its location in sufficient detail to permit easy identification.
- 3.29.9 If transferred employees are required to undergo training, Contractor shall work with the successor as to agreeable dates/times employees may be allowed to attend training session(s).

Until the date that the successor provider assumes its contractual duties, Contractor shall fully and conscientiously perform its obligations under the Contract in a professional and workman-like manner.

### **3.30 CONTRACT CLOSEOUT**



**SECTION III – SPECIAL TERMS AND  
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At the end of the Contract, the CITY shall review the Contract to ensure all required deliverables have been met. This includes, but is not limited to, an audit of Contractor's financial and operational records and an inspection of all City equipment provided to Contractor. Any outstanding issues must be resolved within thirty (30) days of Contract completion, at which time a Notice of Contract Closure must be sent by the City to finalize the Contract closure between the parties. Contractor shall keep all Contract-related records for a minimum of five (5) years after Contract completion, expiration or termination. Upon twenty-four (24) hour notice, Contractor shall make available all records to the City or its agents for audit during normal business hours. In the event of litigation or claims related to the Contract, Contractor shall maintain all records until the litigation or claim is concluded or five (5) years after the end of the Contract, whichever last occurs.



**SECTION IV – INSURANCE AND INDEMNIFICATION**

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**4.1 DEFENSE AND INDEMNIFICATION:**

Contractor (“Indemnitor”) must defend, indemnify, and hold harmless the City of Phoenix and its officers, officials (elected or appointed), agents, and employees (“Indemnitee”) from and against any and all claims, actions, liabilities, damages, losses or expenses (including but not limited to court costs, attorney fees, expert fees, and costs of claim processing, investigation and litigation) of any nature or kind whatsoever (“Losses”) caused, or alleged to be caused, in whole or in part, by the wrongful, negligent or willful acts, or errors or omissions of Indemnitor or any of its owners, officers, directors, members, managers, agents, employees or subcontractors (“Indemnitor’s Agents”) arising out of or in connection with this Contract. This defense and indemnity obligation includes holding Indemnitee harmless for any Losses arising out of or recovered under any state’s Workers’ Compensation Law or arising out of the failure of Indemnitor or Indemnitor’s Agents to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. Indemnitor’s duty to defend Indemnitee accrues immediately at the time a claim is threatened or a claim is made against Indemnitee, whichever is first. Indemnitor’s duty to defend exists regardless of whether Indemnitor is ultimately found liable. Indemnitor must indemnify Indemnitee from and against any and all Losses, except where it is proven that those Losses are solely a result of Indemnitee’s own negligent or willful acts or omissions. Indemnitor will be responsible for primary loss investigation, defense and judgment costs where this indemnification applies. In consideration of the award of this Contract, Indemnitor waives all rights of subrogation against Indemnitee for losses arising from the work performed by Indemnitor or Indemnitor’s Agents for the City of Phoenix. The obligations of Indemnitor under this provision survive the termination or expiration of this Contract.

**A. CONTRACTOR’S INSURANCE:**

Contractor and subcontractors must procure insurance against claims that may arise from or relate to performance of the work hereunder by Contractor and its agents, representatives, employees and subcontractors. Contractor and subcontractors must maintain that insurance until all their obligations have been discharged, including any warranty periods under this Contract.

The City in no way warrants that the limits stated in this section are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this Contract by the Contractor, its agents, representatives, employees or subcontractors and Contractor may purchase additional insurance as they determine necessary.

**1. SCOPE AND LIMITS OF INSURANCE:**

Contractor must provide coverage with limits of liability not less than those stated below. An excess liability policy or umbrella liability policy may be used to meet the liability limits provided that (1) the coverage is written on a “following form” basis, and (2) all terms under each line of coverage below are met.

**2. Commercial General Liability – Occurrence Form**

General Aggregate	\$5,000,000
Products – Completed Operations Aggregate	\$5,000,000
Personal and Advertising Injury	\$5,000,000

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Each Occurrence	\$5,000,000
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- The policy must name the City of Phoenix as an additional insured with respect to liability for bodily injury, property damage and personal and advertising injury with respect to premises, ongoing operations, products and completed operations and liability assumed under an insured contract arising out of the activities performed by, or on behalf of the Contractor related to this Contract.
- There shall be no endorsement or modification which limits the scope of coverage or the policy limits available to the City of Phoenix as an additional insured.
- Policy must be endorsed to include coverage for “care, custody & control”.
- City of Phoenix is an additional insured to the full limits of liability purchased by the Contractor.
- The Contractor’s insurance coverage must be primary and non-contributory with respect to any insurance or self-insurance carried by the City.

**3. Professional Liability (Errors and Omissions Liability)**

Each Claim	\$1,000,000
Annual Aggregate	\$1,000,000

- The policy must cover liability arising from the failure to meet the professional standards required or expected in the delivery of those services as defined in the Scope of Services of this Contract.
- The Contractor warrants that any retroactive date under the policy must precede the effective date of this Contract; and that either continuous coverage will be maintained, or an extended reporting period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

**4. Automobile Liability**

Bodily Injury and Property Damage coverage for any owned, hired, and non-owned vehicles used in the performance of this Contract.

Combined Single Limit (CSL)	\$1,000,000
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- The policy must be endorsed to include the City of Phoenix as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor, relating to this Contract.
- City of Phoenix is an additional insured to the full limits of liability purchased by the Contractor.

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- The Contractor’s insurance coverage must be primary and non-contributory with respect to any insurance or self-insurance carried by the City.

**5. Worker’s Compensation and Employers’ Liability**

Workers’ Compensation	Statutory
Employers’ Liability:	
Each Accident	\$100,000
Disease – Each Employee	\$100,000
Disease – Policy Limit	\$500,000

- Policy must contain a waiver of subrogation against the City of Phoenix.
- This requirement does not apply when a contractor or subcontractor is exempt under A.R.S. §23-902(E), **AND** when such contractor or subcontractor executes the appropriate sole proprietor waiver form.

**6. Network Security and Privacy Liability**

Each Claim	\$1,000,000
Annual Aggregate	\$1,000,000

- Policy must cover but not be limited to (1) coverage for third party claims and losses with respect to network risk and invasion of privacy (2) crisis management and third party identity theft response costs and (3) cyber extortion.
- Contractor warrants that any retroactive date under the policy must precede the effective date of this Contract; and that either continuous coverage will be maintained, or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

**7. Crime Insurance (or Fidelity Bond)**

Policy Limit (or bond amount)	\$1,000,000
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- The policy or bond must include coverage for all directors, officers, agents and employees of the Contractor.
- The policy or bond must include coverage for third party fidelity, i.e. property of third parties that is held by the Insured in any capacity, or property for which the Contractor is legally liable.
- The policy or bond must include but not be limited to coverage for theft of property located on the Contractor’s premises or while in transit, loss due to forgery or alteration of negotiable instruments (e.g. securities, checks) or loss due to electronic funds transfer fraud.

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- The policy or bond must not contain a condition requiring an arrest and conviction.
- B. **NOTICE OF CANCELLATION:** For each insurance policy required by the insurance provisions of this Contract, the Contractor must provide to the City, within 5 business days of receipt, a notice if a policy is suspended, voided or cancelled for any reason. Such notice must be mailed, emailed, or hand delivered to City of Phoenix Public Transit Department, Attn: Christine Adrian, 302 North 1st Avenue, Suite 900, Phoenix, AZ 85003.
- C. **ACCEPTABILITY OF INSURERS:** Insurance is to be placed with insurers duly licensed or authorized to do business in the state of Arizona and with an “A.M. Best” rating of not less than B+ VI. The City in no way warrants that the required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.
- D. **VERIFICATION OF COVERAGE:** Contractor must furnish the City with certificates of insurance (ACORD form or equivalent approved by the City) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

All certificates and any required endorsements are to be received and approved by the City before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work under this Contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this Contract or to provide evidence of renewal is a material breach of contract.

All certificates required by this Contract must be sent directly to City of Phoenix Public Transit Department, Attn: Christine Adrian, 302 North 1st Avenue, Suite 900, Phoenix, AZ 85003. The City project/contract number and project description must be noted on the certificate of insurance. The City reserves the right to review complete copies of all insurance policies required by this Contract at any time. **DO NOT SEND CERTIFICATES OF INSURANCE TO THE CITY’S RISK MANAGEMENT DIVISION.**

- E. **SUBCONTRACTORS:** Contractor’s certificates shall include all subcontractors as additional insureds under its policies **OR** Contractor shall be responsible for ensuring and verifying that all subcontractors have valid and collectable insurance. At any time throughout the life of the contract, the City of Phoenix reserves the right to require proof from the Contractor that its subcontractors have insurance coverage. All subcontractors providing services included under this Contract’s Scope of Services are subject to the insurance coverages identified above and must include the City of Phoenix as an additional insured. In certain circumstances, the Contractor may, on behalf of its subcontractors, waive a specific type of coverage or limit of liability where appropriate to the type of work being performed under the subcontract. Contractor assumes liability for all subcontractors with respect to this Contract.
- F. **APPROVAL:** Any modification or variation from the insurance coverages and conditions in this Contract must be documented by an executed contract amendment.



	<b>SECTION V – SCOPE OF WORK</b>	<b>CITY OF PHOENIX PUBLIC TRANSIT DEPARTMENT</b>  <b>302 N. 1st Avenue, Suite 900 Phoenix, AZ 85003</b>
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**5.1 PURPOSE**

The Contractor will provide property management services for two properties owned by the Public Transit Department (collectively, “the Properties):

- Public Transit Headquarters, a commercial office building located at 302 North First Avenue, Phoenix, Arizona 85003 (“302 Building” or “the Building”).
- Village Shopping Center, a multi-use shopping center located at 1945 and 1957 West Dunlap Avenue, Phoenix, Arizona 85033 (“VSC” or “the Center”).

**5.2 302 BUILDING PROPERTY INFORMATION**

**5.2.1 302 Building Background Information**

- Opened in 1989 and owned by the City of Phoenix.
- Full-service building with a current occupancy rate of 93%.
- Three (3) tenants with approximately 300 people currently working in the building.
- Rents and Common Area Maintenance Fees (CAMs) are collected monthly.

Floor Distribution

1 <sup>st</sup> Floor	Suite 100: Currently in negotiation to lease. Suite 120: City of Phoenix – Public Transit Department
2 <sup>nd</sup> Floor	Maricopa Association of Governments
3 <sup>rd</sup> Floor	Maricopa Association of Governments
4 <sup>th</sup> Floor	Maricopa Association of Governments
5 <sup>th</sup> Floor	City of Phoenix – Public Transit Department; Transdev; Clever Devices
6 <sup>th</sup> Floor	City of Phoenix – Community and Economic Development
7 <sup>th</sup> Floor	Maricopa Association of Governments
8 <sup>th</sup> Floor	City of Phoenix – Public Transit Department
9 <sup>th</sup> Floor	City of Phoenix – Public Transit Department

- 10 stories above ground (9 floors are occupied; 10<sup>th</sup> floor is mechanical).
- 107,948 square foot office building which is tenant/owner occupied.
- 30,100 square foot lot.

**5.2.2 302 Building Parking Garage**

- Subterranean parking garage with 8 levels and 303 spaces (174 spaces occupied by tenants, 129 spaces available for hourly public parking).
- Access control system operated by a third party with an attendant booth.
- No designated parking spaces for Contractor staff. Contractor will arrange monthly parking agreements for all staff providing services. Monthly parking fees are the responsibility of the Contractor and/or its employees.

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5.2.3 302 Building Office Space Available for Contractor

- Office space in the lobby area may be used by Contractor for janitorial staff.
- The Fire Command room has been used for a dual purpose with office space which may be used by Contractor for security.
- The property manager may use an identified work surface on the 8<sup>th</sup> floor. The City offers open wireless connectivity, any required corporate Internet, telephone, and computer equipment shall be provided by Contractor.

During the transition period, it is extremely important that Contractor complete a seamless transition that will not affect the operations of the building or disturb existing tenants.

5.2.4 302 Building Existing Service Contracts

The Public Transit has existing service contracts with third-party contractors for facilities maintenance and security guard services at the 302 Building. The scope of work for the 302 Building differs from the Village Shopping Center due to these existing contracts.

**5.3 VILLAGE SHOPPING CENTER PROPERTY INFORMATION**

5.3.1 VSC Background Information

- The Center consists of two detached buildings with a combined 32,290 square feet of commercial space which is divided into thirteen (13) units.
- Five (5) of the units are currently occupied.
- Rents and CAMs are collected monthly.
- The Center has a surface parking lot consisting of 131 parking spaces, including the minimum number of handicapped parking spaces.

**5.4 GENERAL PROPERTY MANAGEMENT SERVICES**

Operate both Properties and arrange for the performance of any and all work required for the proper operation of each property, subject to (i) budgets, policies and procedures of the City, and (ii) all applicable laws and regulations.

Act as a liaison between the City and the tenants and perform all customary services including, but not limited to, parking management, proper signage, distribution and monitoring of keys, janitorial work, security, and window washing.

Ensure that both the City and commercial tenants in the Properties are informed of any issues related to their welfare and safety.

Evaluate and approve non-customary tenant requests based upon appropriateness, current real estate practices, and best use of funds.

Perform the following general administrative activities that are necessary as part of the

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property management services to manage, operate, and maintain both properties within the rental income generated from each property and through the approved budget:

5.4.1 Administrative

A. With regard to employees:

1. Maintain a sufficient number of employees to adequately and safely manage and operate the Properties. All matters pertaining to the employment, supervision, compensation, promotion and discharge of such employees will be Contractor's responsibility.
2. Assign a Property Manager to each property to provide property management services at a level and capability sufficient to directly oversee its functions and employees. The principal function of the Property Manager assigned to each property will be to oversee employees of Contractor and to directly monitor operational activities associated with this scope of work. The Property Manager assigned to each Property will:
  - work cooperatively with the City to assure service quality, provide operational data, and respond to specific requests for other assistance as the need arises;
  - have onsite property management hours at the 302 Building no less than eight hours per week; and
  - directly handle tenant relations, which includes coordinating building meetings, administering lease renewals and lease expirations, addressing tenant concerns, etc.

The City reserves the right to review the qualifications of the Property Manager assigned to each property and may request to reduce or remove the Property Manager at the City's discretion at any time throughout the duration of the Contract.

Should the Property Manager be unavailable to perform his/her duties, Contractor will appoint a staff member temporarily to serve in his/her place. Contractor will notify the City whenever such substitution will occur prior to the substituting. If the Property Manager will be unavailable for more than two (2) weeks, Contractor will provide a qualified Property Manager as a substitute, subject to City approval.

Contractor assures the City that the Property Manager assigned to each property will not be replaced without ninety (90) calendar days' advance written notice to the City, unless the departing employee does not provide Contractor with such notice or the employee is removed for cause. Moreover, the City expects that any Property Manager assigned this property and any Property



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Manager assigned as a replacement will remain in his/her position for at least one (1) year, subject to City approval.

- B. Prepare and obtain City approval of an annual budget. Unless otherwise authorized in writing, Contractor shall conduct its responsibilities within the approved annual budget. This includes Common Area Maintenance (CAMs) charges.

Contractor shall take all action reasonably required to distribute invoices, collect rents, collect utility payments, parking fees and other sums payable under tenants' leases on their respective due date. All sums thus collected shall be deposited no later than the close of business of the next business day in a City established Bank Account used as the Operating Account for this Contract.

- C. Manage utility services (electricity, gas, water, and sewer) and the payment of utility invoices. Contractor is responsible for paying all utility services by the due date; any late charges as a result of Contractor failing to remit payment on due date will be paid by Contractor and not charged to the Property expense account.
- D. Regularly contact the Properties' tenants to ensure their satisfaction with services being provided. At least annually, coordinate a customer satisfaction survey to determine and quantify the level of service being provided to tenants for the purpose of benchmarking and continuous service improvement. Provide the results of the survey to the City within one month after survey completion.
- E. Manage and monitor all terms of lease agreements assigned to the Properties. Manage and monitor rental payments, coordinate any tenant alterations, and handle lease amendments when required by the City.
- F. Terminate tenancies, with the City's written approval, by signing and serving such termination notices and taking appropriate action that is agreed by the City to be necessary.
- G. Extend to each individual, firm, vendor, supplier, contractor and its subcontractor an equal economic opportunity to compete for City business and strongly encourages voluntary utilization of small and/or disadvantaged businesses to reflect both the industry and community ethnic composition. The use of such businesses is encouraged whenever practical.
- H. Notify the City of any notices from governmental agencies within twenty-four (24) hours of receipt.
- I. Maintain an office in the Phoenix metropolitan area. Develop a Property Management Office within the 302 Building.
- J. Serve as the City's representative at all tenant meetings. Conduct monthly meetings with City staff. Conduct additional meetings upon request by the City.

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5.4.2 Operating Budget for 302 Building and Village Shopping Center

Prepare and submit to the City an annual proposed Operating Budget for the management and operation of both the 302 Building and Village Shopping Center. The budget will be detailed and include line items, estimated revenues, and an estimated revenue transfer to the City.

- A. Prepare and submit an initial Operating Budget effective July 1, 2021 for the management and operation of both the 302 Building and Village Shopping Center.
- B. Conduct a presentation of the proposed budget not more than 30 days after the proposed budget due date. The City will review and provide comments on the proposed Annual Budget within 30 days of presentation.
- C. Once deemed acceptable, the budget will constitute an authorization for Contractor to expend funds necessary to manage and operate the Property in accordance with the City-approved budget.
- D. The proposed budget is due each fiscal year (July -June) and will be submitted to the City by April 1.

**5.5 302 BUILDING SERVICES**

5.5.1 General Requirements

- A. Coordinate and schedule semi-annual fire drills with the Facilities Maintenance contractor and meet with the tenants' volunteer fire wardens. Provide assistance in organizing and coordinating life safety programs and conduct a tenant representative debriefing upon completion. Feedback from the debriefing will be used for the purposes of benchmarking and continuous service improvement.
- B. Remove trash from all spaces on a daily basis (Monday through Friday, except City holidays). Store all trash neatly in the designated area or dumpster, as directed by the City's Public Works Refuse Service, and ensure that containers or rooms are closed and secure.
- C. Implement and maintain recycling programs for the entire building, including receptacles in all areas of the Property. Remove recycling from blue bins daily (Monday through Friday, except City holidays), ensuring placement in the designated recycle bins as directed by the City's Public Works Department Recycling Program.

5.5.2 Plaza Cleaning

- A. Hot-water clean (180°F) the Property plaza area on a monthly basis, including all concrete around the building, steps, and adjacent sidewalk at the bus stop location.



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- B. Remove all trash and foreign substances (gum, graffiti, soda spills, food, etc.) from concrete, sidewalk, steps, and/or brick pavers on a daily basis (Monday through Friday, except City holidays).
- C. Do not use cleaning chemicals unless requested and approved by the City.
- D. Provide additional hot-water cleaning (180°F) at any time at no additional cost to the City if a hazard to the public exists.

### 5.5.3 Window Washing.

- A. Wash the exterior windows semiannually. Coordinate the scheduling of the window washing with the Facilities Maintenance contractor. Notify the City's contract manager when the window cleaning is completed and the contract manager will inspect for thorough cleaning.
- B. Wash the interior windows annually. Coordinate the scheduling of the window washing with the City's contract manager. Notify the City's contract manager when the window cleaning is completed and the contract manager will inspect for thorough cleaning.
- C. Spot-clean interior windows and glass at building entrances on a daily basis (Monday through Friday, except City holidays). Wash the interior and exterior of the windows on Floors 1 and 2 on a monthly basis.

### 5.5.4 Custodial/Janitorial Work

- A. Comply with all custodial specifications outlined in Exhibit B: Custodial Specifications for 302 Building.
- B. Clean all high traffic areas and entry ways to remove any soiling, dust or stains from floors and work surfaces on a daily basis (Monday through Friday, except City holidays). Ensure that building entries are given special attention on a daily basis (Monday through Friday, except City holidays) to remove litter, clean entry mats, polish door glass and metal surfaces, etc.
- C. Clean all restrooms on a daily basis (Monday through Friday, except City holidays) and maintain a sanitary and odor-free environment. Restock supplies daily as necessary. Evaluate the soap dispensers for efficiency and make changes if necessary.
- D. Vacuum and spot clean any dirty carpet spots on a daily basis (Monday through Friday, except City holidays). Clean the carpets annually to preserve the carpet's appearance and extend its useful life.
- E. Clean or dust all window blinds, drapery, and common area furniture on an annual basis and upon request.



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- F. Clean all elevator landings and cabs on a daily basis (Monday through Friday, except City holidays).
- G. Maintain common area directional signage and directories, updating as necessary with events and relocations within the Property. Notification and signs will comply with governmental rules and regulations will be maintained consistently on the Property.
- H. Provide interior plant maintenance services for plants contained in the lobbies and common areas of the Property to ensure an attractive and professional appearance.
- I. Clean the parking garage with a professional mechanical sweeper on a monthly basis. Remove all trash and foreign substances (gum, graffiti, soda spills, food, etc.) on a daily basis (Monday through Friday, except City holidays).
- J. Hot-water clean (180°F) the parking garage on an annual basis. Provide additional hot-water cleaning (180°F) at any time at no additional cost to the City if a hazard to the public exists.
- K. Wet mop the parking garage elevator landings on a monthly basis and upon request.
- L. Do not use cleaning chemicals unless requested and approved by the City.

### 5.5.5 Parking Garage Access Control System

- A. Within the term of this contract, the City reserves the right to purchase and install an automated parking garage access control system.
- B. Coordinate with the City to facilitate a transition from the current parking system to the automated access control system.

### 5.5.6 302 Building Financial and Accounting Responsibilities

Provide the City with direct access to Contractor accounting staff to answer any financial questions that the City's accounting staff may have in reviewing the required financial reports.

Maintain a professional property management system and perform the following:

- A. Maintain separate accounting records that will be supported by Property documentation. Accounting methods will be in accordance with cash basis accounting principles consistently applied. Implement such appropriate controls over accounting and financial transactions as are reasonably required to protect the City's assets from theft, error, or fraudulent activity.



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- B. Provide a standard Chart of Accounts, with detailed descriptions, from its property management system for the City’s review of all income and expense categories that are generated by the operation of the Property. Reference Exhibit D: Sample Chart of Accounts.
- C. Do not commingle any funds received hereunder with any funds of any other property managed by the Contractor nor by any other third party.
- D. Maintain a \$50,000 reserve amount in a bank account established by the City for the sole purpose of collecting building revenue and paying building expenses. The reserve amount is dedicated to covering emergency expenditures that may require immediate funds.
- E. Submit a completed signature card with the appropriate number of authorized signatures. Contractor will have two authorized signatures on each check exceeding \$250.00. Contractor will complete a new signature card when a change of authorized signer is necessary.
- F. Make monthly payments from the account any sums due relating to the operating expenses of the Property and contained in the Annual Operating Budget. In addition, pay any expenses in the approved budget, expenses incurred for emergency work, or expressly authorized in writing by the City.
- G. On or before the 15th day of each month, report to the City the excess balance of funds in the account, after the payment of monthly expenses less the \$50,000 reserve as approved by the City. The City will transfer funds from the building operating account in excess of the reserve amount to the general City account by the last day of each month. The City reserves the right to change the due date if reporting issues occur.
- H. On or before the 15th day of each month, submit an invoice for the property management service fee. The City reserves the right to change the due date if reporting issues occur.
- I. Contractor will not be obligated to make any advance payment to or from the Operating Account of the City or to pay any sums except the funds in the Operating Account, nor will Contractor be obligated to incur any liability or undertake any obligation for the Operating Account of the City without written assurance the necessary funds for the discharge thereof will be provided.
- J. If the cash available in the Operating Account is, or is reasonably anticipated to be, insufficient to pay any due invoices with respect to the Property, Contractor will immediately submit a statement to the City of all remaining unpaid bills. The City will immediately, and without delay, provide sufficient funds to pay any unpaid expenses before they become delinquent.

### **5.6 VILLAGE SHOPPING CENTER SERVICES**





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5.6.1 General Requirements

- A. Provide, by contract or otherwise, all customary services including, but not limited to, parking management, landscaping services, security services, pest control, fire safety systems, building maintenance, etc.
- B. Collect rent and common area maintenance fees from the tenants (currently five) on a monthly basis and deposit into accounts conforming to and managed in accordance with City requirements.
- C. Maintain a reserve in the bank account established by the City. The reserve amount is dedicated to covering common area maintenance expenses as well as emergency expenditures that may require immediate funds.
- D. Operate and maintain the parking facilities located at the Center.
- E. Maintain accurate books of account and records of transactions relating to the property as are customarily maintained by managers of similar properties and as may be reasonably required by the City. The City reserves the right to inspect or audit any records at any time with or without notice.
- F. Provide to the City the following reports, records and documents relating to the Center:

<u>Report Name</u>	<u>Frequency</u>
Financial Report	Monthly
Preventive Maintenance Matrix	Annually
Vendor Schedule	Annually
VSC Inspection Report	Annually
Facilities Maintenance Plan	Annually
Facilities Emergency Plan	Annually
Marketing Plan	Annually

Additional reports may be requested by the City and as needed to meet major elements changes.

- G. Prepare, and have approved by the City, an annual budget. Unless otherwise authorized in writing, Property Manager shall conduct its responsibilities within the approved budget.
- H. Take all action reasonably required to collect rents, utility payments, and other funds payable under tenants’ leases on their respective due dates.
- I. Upon written approval from the City, terminate tenancies by signing and serving such notices and taking such actions as are deemed appropriate and necessary.



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- J. Maintain in a good state of repair all structural portions of the walls, roof, floors, and foundation. Arrange for and supervise all repairs, replacements, alterations, additions, improvements and maintenance that are included in the approved budget.
- K. Except for vendors with a current service contract or, in the event of an emergency as specifically authorized by the City of Phoenix, Property Manager shall obtain at least three (3) quotations from qualified suppliers and/or contractors.
- L. Notify the City of any notices from governmental agencies within twenty-four (24) hours of receipt.
- M. Maintain an office in the Phoenix metropolitan area.
- N. Serve as the City's representative and attend tenant or community meetings at the City's request.

### 5.6.2 Custodial/Janitorial Work

- A. Comply with all custodial specifications outlined in Exhibit C: Custodial Specifications for Village Shopping Center.
- B. Clean all high traffic areas, sidewalks, common areas, and entry ways to remove any soiling, dust or stains from floors and work surfaces on a daily basis and as necessary (Monday through Saturday except City holidays). Ensure that building exterior entryways are given special attention on a daily basis (Monday through Saturday, except City holidays) to remove litter, clean exterior door glass and metal surfaces, etc.
- C. Maintain common area directional signage and directories, updating as necessary with events and relocations within the Property. Notification and signs will comply with governmental rules and regulations and will be maintained consistently on the Property.
- D. Clean the parking lot with a professional mechanical sweeper on a monthly basis and as needed. Remove all trash and foreign substances (gum, graffiti, soda spills, food, etc.) on a daily basis (Monday through Saturday, except City holidays). Pressure wash the sidewalks on a monthly basis and exterior walls as needed.

### 5.6.3 Pest Control

- A. Provide exterior preventative pest control service to maintain a pest free environment. Applicator must meet all local state, federal, City of Phoenix Office of Environmental Programs and AR 1.54 requirements. Service provider should

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provide a complete record of each pest management service provided by element at time of service.

5.6.4 Landscaping and Irrigation

- A. Provide landscaping services on a biweekly basis and as needed. All trees and shrubs will be pruned as necessary to promote healthy growth and to maintain appropriate appearance.
- B. Maintain existing irrigation systems to provide proper operation.

5.6.5 Exterior/Monument Signs

- A. Properly maintain all exterior signs, including the replacement of lamps, as necessary. Directional signs will be provided as necessary to ensure proper traffic flow. These must be cleaned annually and maintained free of damage.

5.6.6 Electrical Systems

- A. Inspect electrical systems annually to ensure their safety and reliability.
- B. Establish a comprehensive preventative maintenance program for all electrical system components.
- C. Where auxiliary power systems (APS), un-interruptible power systems (UPS), power conditioners and other specialized electrical systems exist, special operations and maintenance programs will be established to maximize their reliability.

5.6.7 Exterior Lighting

- A. Replace exterior lighting within twenty-four (24) hours of any failure. Proper exterior lighting is essential to the safety of our tenants and the public.

5.6.8 Plumbing Systems

- A. Maintain all water and natural gas piping, sanitary sewers, rain leaders, and other plumbing fixtures commonly serving the entire Center to ensure proper operation and a leak free condition.
- B. Provide a comprehensive preventive maintenance, hydro-jetting and inspection program, which shall be maintained for all plumbing system components. All control and isolation valves shall be exercised at a minimum of every six months.

5.6.9 Fire Sprinklers & Fire Extinguishers



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- A. Inspect all Fire Sprinkler Systems and test/operate all related equipment at least annually or in accordance with local codes to ensure their reliability, monitoring and detection systems.
- B. Inspect any non-tenant Fire Extinguishers annually and recharge as necessary

### 5.6.10 Fire Alarm Systems Maintenance

- A. Inspect and monitor all fire alarm systems and components, including panels, enunciators, and smoke and heat detectors in common areas, and test the systems semi-annually.
- B. Establish a comprehensive preventative maintenance program for all fire alarm system components.

### 5.6.11 Security Guard Services

- A. Manage security guard services as directed by the City. Currently, a security officer is stationed 24 hours daily.

- B. General Responsibilities:

- Conduct site surveillance by foot, electric cart or vehicle at least every hour. One security officer must be stationed 24 hours daily. Monitor the security surveillance system.
- Monitor the public and watch for potential disturbances.
- Identify and report security and (to the extent observed) safety violations. All incident reports must be sent to the PTD contract manager.
- Maintain files for security-related documentation.
- Provide data and/or reporting of events for programs, events or plans that support PTD safety and security objectives.
- Provide information as required for reports, criminal trend analysis, calls for service and actions taken on any electronic citation device (devices not provided).
- Maintain discipline, excellent professional appearance, professional demeanor, integrity, and attention to duty among CONTRACTOR employees.
- **CONTRACTOR IS NOT AUTHORIZED to use force or cause bodily injury to a suspected trespasser.**
- Notify law enforcement of any illegal or unauthorized activity as observed. Provide documented account of all activity witnessed and assist law enforcement as required. Ensure that prompt action is taken to address security incidents and, to the extent observed, accidents, fire, property damage and safety hazards.

- C. Reporting:

Provide comprehensive written reports and data to PTD for the purpose of evaluating the quality and appropriate deployment of security services. Periodic and special reports will be provided as required by PTD concerning operational and performance issues. Such periodic reports include:

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- Once weekly by 5:00pm Fridays, submit to PTD a complete electronic deployment schedule for all posts for the upcoming week.
- Once weekly by 5:00pm Tuesdays, submit to PTD an electronic summary of the daily log data; incident report data; facilities maintenance issues reported; and security and criminal activities. Abandoned vehicle information and passenger vehicle counts must be included.
- Once monthly by 5:00pm on the 10<sup>th</sup> calendar day, submit a comprehensive report on the previous month’s activities. This report will contain field supervisor’s weekly inspection reports, supervisory review reports, alarm response incidents, a complete listing of incident reports, a complete listing of facilities maintenance issues reported, staff training, staff turn-over statistics, and emerging or continuing challenges or issues.

The Project Manager will be available to meet and discuss incident reports, employee performance, billing questions, and other security issues on an as-needed or regularly scheduled basis, as requested by PTD.

**D. Duty Assignments.**

Record all duty assignments in a format approved by PTD with the following information:

- Employee start/end date and time;
- Post/duty performance;
- Employee brief/relief periods;
- Supervisory review/inspections;
- Signature/print of subject employee; and
- Signature/print of certifying official.

**E. Outside Employment.**

All Contractor employees shall submit a written report to the Contractor listing all sources of outside employment, to include self-employment. In addition, employees shall not be permitted to work in any security-related position outside their employment while under this contract.

The Contractor will ensure that employees follow internal policies regarding outside employment.

**F. Personnel Changes and Substitute Personnel.**

Substitute personnel shall be equal in qualifications to regularly assigned personnel. Provide guards at fixed posts with fully trained and qualified replacements to allow for comfort, personal needs, stress, meals, or other required or requested absences from post. Provide break relief personnel at no additional charge. All costs associated with this requirement shall be included in the contracted unit rates.

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G. Orders/Instructions.

Review, develop, write, distribute and maintain all written orders, bound and in good condition, on all operational and procedural instructions. These orders shall be based on established policy, law, security procedures, and specifications of the statement of work or as directed by PTD. All orders shall be kept current to reflect changes in procedures, policies and regulations. Ensure current copies of the written orders are located at each site.

H. Staffing/Post Changes.

Respond to both permanent and temporary changes in staffing or number of posts in the time frame required by PTD. Verbal notice may be given, when necessary, but will be followed with written notice.

5.6.12 Environmental Assessment & Testing

- A. Identify any suspected environmental concerns. A specialist will be utilized when necessary for testing, evaluation, and corrective action.
- B. Communicate as appropriate with City management regarding the results of any testing or environmental assessments. The City is committed to maintaining a safe, healthy and hazard free environment for its employees and tenants.

5.6.13 Roof Inspection/Repairs

- A. All roofs shall be inspected and maintained at least every three months for debris and potential problems or immediately after storm incidents. Documentation shall be provided by the Contractor in the monthly report. All repairs are to be performed by a qualified technician appropriate for the type of roof serviced. The Contractor will conduct an annual formalized inspection to determine current condition and proper maintenance. The Contractor shall use a comprehensive industry standard or better preventative maintenance program to maintain all roofs.

5.6.14 Building Repairs

- A. **The Contractor shall be inclusively responsible, as part of the contract, for all preventative maintenance and related repairs required for the transit facilities listed in this Scope of Work.** Equipment repair parts (excluding labor) costing \$1,000 or less per incident shall be considered inclusive to the contract and provided at no additional cost to the CITY. Repair costs over \$1,000 caused by lack of maintenance, negligence, care, or accident by Contractor staff shall be repaired by the Contractor at no cost to the CITY.
- B. The Contractor will manage and maintain the facilities and will arrange for the performance of any and all things necessary for the proper operation and

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maintenance of the facilities, buildings, attachments and all designated equipment subject to: (1) the budgets, policies and procedures of the CITY; and (2) all applicable laws, codes, permits and regulations. The Contractor shall maintain all equipment based on industry standards, best practices, and within the guidelines of the OEM. In cases where OEM guidelines are not available, the Contractor will develop guidelines, following best practices and industry standards.

- C. Every effort must be made to complete repairs in a timely manner. The Contractor shall notify the CITY for any repairs requiring extended time (more than seven days) due to parts procurement or any service impacting or potentially impacting service/operational activity for any one site.
  
- D. All preventive maintenance supplies such as, but not limited to, rubber goods, light bulbs, filters, lubricants, bearings, paint, fasteners, media, and all products to maintain or improve the condition of the facilities and equipment shall be provided by the Contractor at no cost to the CITY.
  
- E. Except for pre-arranged work approved by the CITY, the Contractor is inclusively responsible, as part of the contract, for all labor (technicians, subcontractors, general labor, supervision, administration and any members used for the administration of the contract) for the transit facilities, including “Additional Services” as referenced in Section 5.17.
  
- F. The Contractor will have, at all times, a sufficient number of capable qualified and licensed (by local, state and federal requirements) employees and all necessary equipment to properly, adequately, safely and economically manage and maintain the CITY facilities as required by the contract. All matters pertaining to the employment, supervision, administration, compensation, promotion and discharge of employees of the Contractor or its subcontractors are the responsibility of the Contractor. The CITY will in no way be liable to the Contractor or others for any negligent action or omission on the part of such employees. Qualified staff coverage is expected to meet the demands of the facilities operation and required maintenance for the facilities and related equipment. The Contractor shall provide a local emergency contact number for staff available 24 hours a day to respond to emergency calls. The Contractor is to provide a verbal response within 30 minutes and on-site service within two hours of notification.
  
- G. The Contractor shall employ staff as necessary to fulfill its duties in accordance with the specifications of this Scope of Work. The Contractor shall provide project management through a Facilities Maintenance Manager (FMM) assigned to the contract at a level and capability sufficient to oversee its functions and employees. The principal function of the FMM will be to oversee the Contractor’s employees and vendors/subcontractors; and to monitor operational activities associated with this Scope of Work.



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- H. The CITY reserves the right to review the qualifications of the FMM and may request the removal of the FMM at its discretion at any time during the duration of the contract.
- I. Should the FMM be unavailable to perform his/her duties, the Contractor will appoint a staff member temporarily to serve in his/her place. FMM will notify the CITY's Facilities Service Coordinator (FSC) whenever such substitution will occur prior to substituting. If FMM will be unavailable for more than two weeks, the Contractor shall provide a qualified FMM as a substitute, subject to CITY approval.
- J. FMM assigned to this contract shall not be replaced without 90 calendar days advance written notice to the CITY, unless the departing employee does not provide the Contractor with such notice or the employee is removed for cause. Moreover, the CITY expects the FMM to remain in the position for a minimum of one year from the contract start date, unless they resign their employment with the Contractor.
- K. The Contractor shall maintain an office in the Phoenix metropolitan area.
- L. When required through the CITY, the Contractor shall act as liaison between the CITY and the tenants, and the Contractor providing services such as monitoring the site condition and general care and use of facility and the related equipment. The Contractor is advised that any failure or negligence in performing day-to-day operations, maintenance or replacement or critical building systems (Example: Electrical, Plumbing, Security, Roofing, Fire Life Safety Systems, etc.) may result in significant damage to the building, its occupants, and occupants' equipment, machinery, and information systems. As such, the CITY requires that the Contractor employ "best practices" in carrying out its duties and obligations.
- M. The Contractor shall work cooperatively with the CITY in matters of assuring facility maintenance service quality, providing operational data, responding to comments from Tenants and the Contractor staff and responding to specific requests for other assistance and meetings as the need arises.
- N. The Contractor shall perform subcontractor monitoring by formal tracking and supervision.
- O. The Contractor shall provide and maintain, during the entire period of the contract, equipment and tools sufficient in number, operational condition and capacity to efficiently perform the work and render the services specified in this Scope of Work.
- P. All vehicles must be maintained in good repair, appearance and sanitary condition at all times. CITY reserves the right to inspect the Contractor vehicles at any time to ascertain said condition.
- Q. All vehicles used by the Contractor must be appropriately licensed and clearly identified with a vehicle number, the company, and phone number of the local





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office on each side of the equipment, including personnel transportation vehicles. The letters must be at least three inches high and of proportionate width, in distinctly contrasting color with the background, and shall be in plain view of the public. The CITY will not pay for travel to and from any site nor provide any vehicles, equipment, tools, etc. necessary for performing the work required by this Scope of Work.

### 5.6.15 Exterior Painting/Sealing

- A. Maintain a clean and attractive appearance on the Center's exterior facade.
- B. Repaint any painted surfaces as needed to maintain the condition or as directed by the City.

### 5.6.16 Utilities

- A. Manage common area utility services (electricity, gas, water, and sewer) and the payment of the associated utility invoices.

### 5.6.17 Heating Ventilation and Air Conditioning

- A. The transit facilities are composed of a variety of HVAC systems and are typically used year-round. Critical areas such as computer rooms shall be operated and maintained to ensure that the appropriate year-round temperature range (72°-75°) and air quality is consistently provided without interruption in all areas. System operating hours shall be 24 hours per day, seven days per week. Preventative maintenance will be performed to maximize the operating efficiency and life expectancy of all mechanical systems. A comprehensive preventive maintenance program shall be maintained by the Contractor for all mechanical system components and control systems.

### 5.6.18 Annual Property Inspection (Condition Assessment)

- A. Conduct an annual detailed inspection of the VSC, including all tenant spaces. This inspection will review the overall quality for each service provided to the facility, evaluate the operating procedures, and identify capital improvements necessary to maintain and enhance the center's appearance, function and operating efficiency. This inspection will be the basis for establishing any changes in service levels, operating budgets and capital expenditures for the following year. Operating and service deficiencies will be corrected in a timely manner. These inspections will be reviewed by the City to ensure that customer service expectations are being met or exceeded. **THE PROPERTY MANAGEMENT FIRM IS RESPONSIBLE FOR ENSURING THIS PROPERTY MEETS 100% CODE COMPLIANCE.**

### 5.6.19 ADA Inspections

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- A. Review the Center’s compliance with the Americans with Disabilities Act (ADA) as part of the annual property inspection. Conduct ADA inspections to identify any existing barriers and develop plans for their removal.

5.6.20 Lease Administration

- A. Provide complete lease administration services, including but not limited to: a database of all specific lease information; all rental collection responsibilities; calculation, invoicing, and payment of common area maintenance charges, real estate taxes and service expenses associated with the maintenance of subleased tenant spaces; and the necessary software to effectively control all aspects of lease administration responsibilities and associated reporting.
- B. Inspect leased premises to identify items requiring maintenance and supervise operation according to the City’s objectives. Where required, act as a liaison between the City and tenants, providing services such as signage, monitoring the distribution of keys, and monitoring parking rules and regulations.
- C. Ensure that all tenants comply with permitting requirements for tenant improvements, that a certificate of occupancy and certificate of insurance is provided prior to releasing keys to tenant, and that all certificates of insurance are current.
- D. Negotiate charges for services not covered in the lease with the tenant in an equitable and cost-effective manner.

5.6.21 Marketing

- A. Effectively market all vacant space in VSC. It is the City’s objective to have the Center 100% leased at all times. City shall approve the content and budget for any print or broadcast advertising in writing in advance. Only those marketing costs outlined in the annual marketing plan or otherwise approved in writing by the City shall be reimbursed.

5.6.22 Taxes

- A. Maintain payment and collection of any taxes or special assessments for the Center and reflecting these correctly in the reconciliation and CAM charges.

5.6.23 Capital Improvements

- A. Oversee capital improvement projects as requested by City.

**5.7 ADDITIONAL SERVICES**

All costs and services that are not covered inclusively in the contract are considered an

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additional service cost and will be quoted, reviewed, and approved in writing by PTD prior to processing. **All building repairs per application over \$1,000 are considered an additional service.** Additional services are paid through the building funds per location.

**5.7.1 Competitive Bids**

Except for emergency repairs or as required by the CITY, Contractor shall obtain at least three cost estimates from qualified suppliers and/or contractors for expenditures over \$1,000. With regard to emergency repairs, once the immediate emergency is abated, the process for competitive procurement shall apply. For purchases of parts and materials less than \$1,000, the Contractor shall exercise reasonable discretion to ensure that prices are fair and reasonable.

The Contractor shall not “split” the purchase of parts in order to stay under the \$1,000 limit.

For any work on the property that is determined to be a construction activity or project, the Contractor will be required to follow and adhere to the competitive procurement requirements of the Arizona Revised Statutes Article 34.

**5.7.2 SBE Utilization**

The CITY extends to each individual, firm, vendor, supplier, contractor and its subcontractor an equal economic opportunity to compete for CITY business and strongly encourages voluntary utilization of small businesses to reflect both the industry and community ethnic composition. The use of such businesses is encouraged whenever practical.

**5.7.3 Additional Services Administration Fee**

The Contractor may charge an Additional Services Administration Fee on in-house and subcontracted additional services. The Administration Fee (as a percent of cost) is used to defray the additional costs associated with soliciting, awarding and administering additional service work.

**5.7.4 Additional Services Examples**

The following list provides examples of additional service requests that may be submitted by PTD:

- Assist PTD personnel in emergency situations that require additional security staff. This includes, but is not limited to: special events, crowd control, service interruptions, collisions, fire/life safety incidents, etc. This requirement shall not apply to those situations that require personal protective equipment (PPE) for any part of an investigation.

**5.8 RECORD KEEPING AND OWNERSHIP**

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Keep and maintain accurate records of the operation and maintenance of each property, including but not limited to: copies of all leases, contracts and agreements affecting the use and occupancy thereof.

During the term of the contract, keep and maintain complete books, records, and accounts that accurately reflect all revenue earned, funds received, expenses incurred, and disbursements made relating to Contractor's duties hereunder.

All records will remain the property of the City and will be made available to the City or its designated representative, at any time, for examination, inspection, and audit. Such records will be delivered to the City or its designated agent upon termination of the Contract.

All expenses incurred in connection with on-site personnel and equipment required to maintain such records will be at the expense of the Contractor.

**5.9 PROPERTY MANAGEMENT REPORTS**

Submit the following reports on or before the due dates as follows. If the due date is not a regular business day, the report(s) will be due on the next succeeding regular business day. The City reserves the right to change the due date if reporting issues occur.

5.9.1 Annual Reports. The following reports are due on an annual basis:

- A. Budget. Initial report is due within 30 days of contract start date and by April 1 of all following years.
- B. Year End Common Area Maintenance (CAM) Reconciliation Report. This report is due annually by February 28 to reconcile for the previous calendar year.
- C. Fiscal Year End Budget True-Up. This report reconciles fiscal year (ending on June 30) to calendar year and is due by August 30 of each year.
- D. Annual Summary Report. This report summarizes the property management activities and financial statements for the year and is due by June 20 of each year.

5.9.2 Quarterly Reports. The following reports are due on a quarterly basis on the 15<sup>th</sup> day of the month following the end of the quarter:

- A. Common Area Maintenance (CAM) Reconciliation Report.

5.9.3 Monthly Reports. The following reports are due on or before the 15<sup>th</sup> day of each month:

- B. Comprehensive Building Financials (budget variance, bank reconciliation, check register, rent roll, balance sheet, copies of service and parts Invoices, etc.)

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- C. Parking Status Report (a bulleted synopsis of operational activities).
- D. Subcontractor Updates.
- E. Itemized Revenue and Expense Reconciliation.
- F. Operating Expense Budget vs. Actuals.

Provide any additional reports requested by the City from time to time. All reports are subject to review and City approval prior to final acceptance.

## **5.10 CITY RESPONSIBILITIES**

### **5.10.1 The Public Transit Department Facilities Division will perform the following:**

- A. Protect and maintain City assets by monitoring the contract;
- B. Evaluate, identify, plan, and coordinate future capital improvement projects;
- C. Facilitate all broker activities related to the leasing of vacant space;
- D. Establish CIP project budget funds based upon the five-year property management cost, maintain operating fund balance including funding for Preventive Maintenance;
- E. Maintain a minimum reserve of \$50,000 for unanticipated costs;
- F. Review the all financial reports and property reports;
- G. Receive and process insurance documents;
- H. Any additional responsibilities as deemed necessary in the City’s sole discretion.

### **5.10.2 The Finance Department, Real Estate Division may perform the following:**

- A. Prepare lease agreements for new tenants, and prepare renewal amendments;
- B. Prepare and send GPLET letters/form directly to the tenants or Contractor. The form is to be completed by the tenant or its accountant and submitted along with any tax owed directly to the Maricopa County Treasurer’s Office;
- C. If necessary, attend meetings with the Contractor and the Public Transit Department;
- D. Any additional responsibilities as deemed necessary in the City’s sole discretion.

### **5.10.3 The Public Works Department may perform the following:**



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- A. Coordinate and complete security systems projects and repair of all security systems;
- B. Coordinate and complete replacement/repair of any lock hardware on the City system;
- C. Coordinate installation/repair/replacement of electrical work in Public Transit Department occupied areas;
- D. Coordinate and complete construction projects for the Property as recommended and approved by the Public Transit Department;
- E. Any additional responsibilities as deemed necessary in the City's sole discretion.



## SECTION VI – SUBMITTALS

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### 6.1. TECHNICAL AND PRICE PROPOSAL

Each Offeror shall submit one original, three printed copies and one electronic copy (*searchable* PDF format on one flash drive) of its Technical Proposal.

The Offeror's Price Proposal and Financial Information must be submitted in a separate sealed envelope within the offer package. This envelope must be clearly marked "Price Proposal and Financial Information." Each Offeror shall submit one original, one printed copy, and one electronic copy (*searchable* PDF format on one flash drive) of the Price Proposal and Financial Information.

The submitted flash drives must contain electronic file copies of **all** offer text, spreadsheets, and diagrams included in the original printed offer.

### 6.2. PAYMENT TERMS

Offerors must choose an option, however if a box is not checked, the CITY will default to payment terms of net 45 days.

- Contractor offers a prompt payment discount of \_\_\_\_\_% \_\_\_\_\_days to apply after receipt of accurate invoice or final acceptance of the products (invoice approval), whichever date is later. **Payment terms offering a discount will not be considered in the price evaluation of your offer.**

Payment discounts will be computed from date of receiving acceptable services or a correct invoice, whichever is later, to date payment is mailed by the CITY.

- Contractor does not offer a prompt payment discount and accepts payment terms of net 45, effective upon receipt of an accurate invoice or final acceptance of the products (invoice approval), whichever date is later.
- Contractor may be paid immediately upon invoice approval, if enrollment is made to the Single Use Account (SUA) Program, administered by the CITY's servicing bank ("Bank"). By checking this box, the offeror accepts transaction costs charged by their merchant bank and agrees not to transfer to the City those extra charges. The CITY will not pay an increase in our services for the SUA charges; if an audit uncovers an upcharge for the SUA charges the offeror will owe the CITY all costs. Contractor may opt-out of the SUA program once, but then may not rejoin during the same contract term.



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**6.3. ADDENDA CERTIFICATION**

The undersigned acknowledges receipt of the following addenda to RFP PTD20-009:

Addendum Number \_\_\_\_\_, dated \_\_\_\_\_

Addendum Number \_\_\_\_\_, dated \_\_\_\_\_

Addendum Number \_\_\_\_\_, dated \_\_\_\_\_

Addendum Number \_\_\_\_\_, dated \_\_\_\_\_

Addendum Number \_\_\_\_\_, dated \_\_\_\_\_

Addendum Number \_\_\_\_\_, dated \_\_\_\_\_

Failure to acknowledge receipt of all addenda may cause the proposal to be considered not responsive to the RFP. Include the acknowledged receipt of each addendum with the technical proposal.

Authorized Official: \_\_\_\_\_

Title of Authorized Official: \_\_\_\_\_

Company Name: \_\_\_\_\_





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**6.4. REFERENCE CHECK FORM**

The City will contact each client identified in Tab 3 – Qualifications and Experience of the Technical Proposal to conduct a reference check. Provide the name of the client, contact person, current telephone number and email address, and dates of service for each client.

**NO CITY OF PHOENIX EMPLOYEES MAY BE USED AS REFERENCES**

Client Name \_\_\_\_\_

Contact Person \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Dates of Service \_\_\_\_\_

Client Name \_\_\_\_\_

Contact Person \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Dates of Service \_\_\_\_\_

Client Name \_\_\_\_\_

Contact Person \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Dates of Service \_\_\_\_\_



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PUBLIC TRANSIT DEPARTMENT

302 N. 1st Avenue, Suite 900  
Phoenix, AZ 85003

6.5. LICENSE REQUIREMENTS

Offeror shall comply with all statutes and rules of the State of Arizona. Offeror certifies possession of the following license(s):

License Holder: \_\_\_\_\_

License Type: Arizona Real Estate Broker

License Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

License Holder: \_\_\_\_\_

License Type: \_\_\_\_\_

License Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

License Holder: \_\_\_\_\_

License Type: \_\_\_\_\_

License Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

License Holder: \_\_\_\_\_

License Type: \_\_\_\_\_

License Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_



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Phoenix, AZ 85003**

**6.6. LEASING SERVICES INCLUDING MARKETING**

The CITY will determine whether to utilize a citywide brokerage contract or elect to have Contractor perform the activity. This includes creation and availability of a current brochure of the building with amenities and services that should be available at all times.

The CITY will approve in writing and in advance the content and budget for any print or broadcast advertising. Only those marketing costs outlined in the annual marketing plan or otherwise approved in writing by the CITY will be reimbursed.

Offeror certifies the following percentages for its fees on new leases and lease renewals:

Leasing Services Including Marketing	Percent of Lease Fee	
	Without Co-Broker (%)	With Co-Broker (%)
New Leases		
Lease Renewal		

**6.7. ADDITIONAL SERVICES FEE**

The Contractor may charge an Additional Services Administration Fee on in-house and subcontracted additional services. The Administration Fee (as a percent of cost) is used to defray the additional costs associated with soliciting, awarding and administering additional service work.

Offeror certifies the following percentage for its Additional Services Administration Fee:

Additional Services Fee	Fee (%)
Additional Services Fee	



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**6.8. CONTRACT DISCLOSURE FORM**

This form must be signed and submitted to the City and all questions must be answered (or N/A) or your Offer may be considered non-responsive.

**1. Name of person submitting this disclosure form.**

First MI Last Suffix

**2. Contract Information**

Solicitation # or Name:

**3. Name of individual(s) or entity(ies) seeking a contract with the City (i.e. parties to the Contract)**

**4. List any individuals(s) or entity(ies) that are owners, partners, parent, sublessees, joint venture, or subsidiaries of the individual or entity listed in Question 3. Please include all Board members, executive committee members and officers for each entry. If not applicable, indicate N/A.**

**5. List any individuals or entities that will be subcontractors on this contract or indicate N/A.**

- Subcontractors may be retained, but not as of the time of this submission
- List of subcontracts, including the name of the owner(s) and business name:

**6. List any attorney, lobbyist, or consultant retained by any individuals listed in Questions 3, 4, or 5 to assist in the proposal or seeking the resulting contract. If none, indicate N/A.**



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**7. Disclosure of conflict of interest:**

**A. City Code Section 43-34**

Are you aware of any fact(s) with regard to this solicitation or resulting contract that would raise a “conflict of interest” issue under City Code Section 43-34?

“An elected City official or a City employee shall not represent any person or business for compensation before the City regarding any part of a procurement, including any resulting contract, if during the time the elected official is or was in office or the employee is or was employed by the City such elected official or employee played a material or significant role in the development of the solicitation, any other part of the procurement, or the contract award.”

- I am not aware of any conflict(s) of interest under City Code Section 43-34.
- I am aware of the following potential or actual conflict(s) of interest:

**B. ARS Sections 38-501 et. Seq. & City Charter Chapter 11**

State law and the Phoenix City Charter and Code prohibit public officers or employees, their close relatives, and any businesses they, or their relatives, own from (1) representing before the City any person or business for compensation, (2) doing business with the City by any means other than through a formal procurement, and (3) doing business with the City without disclosing that the person has an interest in the contract. This prohibition extends to subcontracts on City contracts and also applies to parent, subsidiary, or partner businesses owned by a public officer or employee. See A.R.S. Sections 38-501 through 38-511, for more information (City Charter, Chapter 11, applies the state conflict-of-interest law to City employees).

Please note that any contract in place at the time a person becomes a public officer or employee may remain in effect. But the contract may not be amended, extended, modified, or changed in any manner during the officer’s or employee’s city service without following city administrative regulations.

Are you aware of any fact(s) with regard to this contract that would raise a “conflict of interest” issue under A.R.S. Sections 38-501 through 38-511 (See Arizona Revised Statutes regarding conflict of interest at [www.azleg.gov](http://www.azleg.gov)).

- I am not aware of any conflict(s) of interest under Arizona Revised Statutes Sections 38-501 through 38-511.
- I am aware of the following conflict(s) of interest:



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Phoenix, AZ 85003

8. Acknowledgements

A. Solicitation Transparency Policy – No Contact with City Officials or Staff During Evaluation

- I understand that a person or entity who seeks or applies for a city contract, or any other person acting on behalf of that person or entity, is prohibited from contacting city officials and employees regarding the contract after a solicitation has been posted.
- This “no-contact” provision only concludes when the contract is awarded at a City Council meeting. If contact is required with City official or employees, the contact will take place in accordance with procedures by the City. Violation of this prohibited contacts provision, set out in City Code Sections 2-190.4 and 43-36, by respondents, or their agents, will lead to **disqualification**.

B. Fraud Prevention and Reporting Policy

- I acknowledge that the City has a fraud prevention and reporting policy and takes fraud seriously. I will report fraud, suspicion of fraud, or any other inappropriate action to: telephone no. 602-261-8999 or 602-534-5500 (TDD); or [aud.integrity.line@phoenix.gov](mailto:aud.integrity.line@phoenix.gov).

The purpose of the fraud policy is to maintain the City's high ethical standards. The policy includes a way for our business partners to report wrongdoing or bad behavior. Suspected fraud should be reported immediately to the Phoenix Integrity Line. The City has adopted a zero-tolerance policy regarding fraud.

OATH

I affirm that the statements contained in this form, including any attachments, to the best of my knowledge and belief are true, correct, and complete.  
Should any of the answers to the above questions change during the course of the contract, particularly as it relates to any changes in ownership, applicant agrees to update this form with the new information within 30 days of such changes. Failure to do so may be deemed a breach of contract.

PRINT NAME

TITLE

SIGNATURE

DATE

COMPANY (CORPORATION, LLC, ETC.) NAME and DBA



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PUBLIC TRANSIT DEPARTMENT**

**302 N. 1st Avenue, Suite 900  
Phoenix, AZ 85003**

**6.9. OFFER**

**TO THE CITY OF PHOENIX:**

The Undersigned hereby offers and agrees to furnish the material and or service(s) in compliance with all terms, conditions, specifications, and addenda issued as a result of solicitation and any written exceptions in the offer.

Arizona Sales Tax No. \_\_\_\_\_  
Use Tax No. for Out-of State Suppliers \_\_\_\_\_  
City of Phoenix Sales Tax No. \_\_\_\_\_  
Arizona Corporation Commission File No. \_\_\_\_\_

Taxpayer's Federal Identification No.: If recommended for contract award, Offeror agrees to provide its federal taxpayer identification number or as applicable its social security number to the City of Phoenix for the purposes of reporting to appropriate taxing authorities, monies paid by the City of Phoenix under the awarded contract. If the Offeror provides its social security number, the City will only share this number with appropriate state and federal officials. This submission is mandatory under 26 U.S.C. § 6041A.

Enter City's Registration System ID Number  
Located at City's eProcurement website (see SECTION I –  
INSTRUCTIONS - CITY'S REGISTRATION)

Offeror has read, understands, and will fully and faithfully comply with this solicitation, its attachments and any referenced documents. Offeror certifies that the prices offered were independently developed without consultation with any other Offeror or potential Offerors.


\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
(LLC, Inc., Sole Proprietor)

\_\_\_\_\_  
Printed Name and Title  
(Member, Manager, President)

Address \_\_\_\_\_  
City, State and Zip Code \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
Company's Fax Number \_\_\_\_\_  
Company's Toll Free # \_\_\_\_\_  
Email Address \_\_\_\_\_

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**6.10. ACCEPTANCE OF OFFER**

The Offer is hereby accepted.

The Contractor is now bound to sell the material(s) or service(s) listed by the attached contract and based upon the solicitation, including all terms, conditions, specifications, amendments, etc. and the Contractor’s Offer as accepted by the City.

This contract shall henceforth be referred to as Contract No.\_\_\_\_\_. The Contractor has been cautioned not to commence any billable work or provide any material or service under this contract until Contractor receives purchase order, or contract documentation.

**CITY OF PHOENIX**  
A Municipal Corporation  
Ed Zuercher, City Manager

\_\_\_\_\_  
Jesús E. Sapien or delegate, Public Transit Department

Attest:

\_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_ 2021

City Clerk

Approved as to form this 19<sup>th</sup> day of January 2017. This document has been approved as to form by the City Attorney and is on file with the City Clerk. It need not be submitted to the City Attorney for approval unless the form document is altered.