



**RFQ# 16-680**

**REQUEST FOR QUALIFICATIONS for**

**FACILITY OPERATOR AND**

**ADMINISTRATION SERVICES**

**SOUTH HAYWARD YOUTH AND FAMILY CENTER**

**PROJECT**

Qualification submittal packets must be received no later than:

**September 15, 2016 @ 3:30 pm**

Please send qualification submittal packets to the office of:

Sean Reinhart, Director of Libraries and Community Services  
City of Hayward  
[Sean.Reinhart@hayward-ca.gov](mailto:Sean.Reinhart@hayward-ca.gov)  
777 B Street (2nd Floor)  
Hayward, CA 94541

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# NOTICE OF REQUEST FOR QUALIFICATIONS (RFQ)

## Objective

The City of Hayward, California, in partnership with the County of Alameda and the Hayward Area Recreation and Parks District, is seeking statements of qualification from agencies interested in performing Facility Operator and Administrative Services for a planned South Hayward Youth and Family Center facility, to be constructed at 680 West Tennyson Road in south Hayward at a future date to be determined.

This Request for Qualifications (RFQ) is open to all. All respondents will have the opportunity to share written questions before the submission due date. Respondents will absorb all costs incurred in the preparation and presentation of their qualification submittal packets.

This RFQ is a precursor to a possible Request for Proposals for the above mentioned Facility Operator and Administrative Services that may be released at a later date to be determined.

Please confirm your intent to respond to this RFQ via email to [Sean.Reinhart@hayward-ca.gov](mailto:Sean.Reinhart@hayward-ca.gov).

## Due Dates

Responses to this RFQ must be received **no later than 3:30pm PST on September 15, 2016**. The qualification submittal packets should be delivered via email to [Sean.Reinhart@hayward-ca.gov](mailto:Sean.Reinhart@hayward-ca.gov) or alternately may be hard copy delivered to:

Attn: Sean Reinhart  
RE: RFQ #16-680  
City of Hayward  
777 B Street, 2<sup>nd</sup> Floor  
Hayward, CA 94541

Please use the numeric identifier (RFQ #16-680) in the subject line for qualification packets submitted via email. A detailed timeline of the submission and review process schedule is available on page 8 of this document.

## Communication Regarding This RFQ

All communication from prospective respondents regarding this RFQ must be in writing by email to [Sean.Reinhart@hayward-ca.gov](mailto:Sean.Reinhart@hayward-ca.gov). Please use the numeric identifier (RFQ #16-680) in the subject line of all communications submitted via email. Communication by telephone or in person will not be accepted. Attempts by or on behalf of a prospective respondent to contact or to influence any member of the review committee, any member of the City Council, or any employee of the City of Hayward or its partners with regard to the review of a qualification submittal packet may lead to elimination of that respondent from further consideration.

## Administrative Contact

Administrative questions regarding the RFQ process should be directed to: Sean Reinhart, City of Hayward; 510-881-7956; [Sean.Reinhart@hayward-ca.gov](mailto:Sean.Reinhart@hayward-ca.gov).

## Last Day for Questions

The last day to submit questions is **August 29, 2016 @ 11:00 am**. This will allow sufficient time for any addenda to be issued by the City and its partners to all respondents. All questions must be submitted in writing via email to [Sean.Reinhart@hayward-ca.gov](mailto:Sean.Reinhart@hayward-ca.gov).

## City Background

The City of Hayward is an economically and ethnically diverse city of approximately 149,000 residents within 45.32 square miles on the eastern edge of the San Francisco Bay. As an aspiring regional center of retail, industrial, and public activities, Hayward combines hometown atmosphere, ideal climate, cultural attractions, parks and recreational facilities, with easy access to suppliers and customers throughout the Bay Area and beyond.

The city is known as the “Heart of the Bay” because of its central location in Alameda County-- 25 miles southeast of San Francisco, 14 miles south of Oakland, 26 miles north of San Jose and 10 miles west of Pleasanton and surrounding valley communities. Hayward has two BART stations, an Amtrak station, its own executive airport and an extensive network of freeways and bus lines all of which provide easy access to the San Francisco, Oakland, and San Jose international airports. The city also boasts easy access to the Port of Oakland, the fourth busiest container port in the United States.

Hayward is the second most diverse city in the State of California and the third most diverse city in the nation, with large African American, Latino and Asian populations amongst others. According to 2014 Census data, 57.7% of Hayward residents speak a primary language other than English, higher than the state average of 43.2%. Hayward’s median household income from 2008 to 2012 was \$62,313.

## Project Background

The City of Hayward and its partners, County of Alameda and Hayward Area Recreation and Parks District (HARD), have long identified the need to construct a new Family Center facility to replace and improve upon the outdated and deteriorating Eden Youth and Family Center facility located at 680 West Tennyson Road in South Hayward.

The City of Hayward is the owner of the current Eden Youth and Family Center facility and property located at 680 West Tennyson Road. The facility, a former elementary school campus, is currently leased on an annual basis to a local nonprofit organization (also known as Eden Youth and Family Center) for a nominal rental fee. The Eden Youth and Family Center nonprofit currently operates the facility as a multiservice family center offering health care, child care, employment training and other services, most of which are delivered by third party service agencies that each sublet space the facility from the Eden Youth and Family Center nonprofit.

The City of Hayward also owns the Matt Jimenez Community Center, a youth recreation facility located next door to the Eden Youth and Family Center property. The Matt Jimenez facility features an indoor gymnasium, new commercial kitchen, locker rooms, and various administrative and meeting room spaces. The Matt Jimenez Community Center is operated by HARD under long term lease agreement with the City of Hayward. This facility is in good operating condition and there are no plans to replace or significantly alter it at this time.

HARD owns and also operates Tennyson Park, which is situated adjacent to the Eden Youth Center and Matt Jimenez Community Center properties. Current amenities of the park include a skate park, athletic field, and outdoor restrooms. (See site maps in the Attachments). HARD is developing plans to renovate Tennyson Park and potentially add new amenities; however those plans are preliminary and depend to a large extent on the final outcome and location of the South Hayward Family Center construction project.

The City of Hayward also owns a nearby community health clinic, the Firehouse Clinic on Huntwood Avenue, which is situated across the street from Tennyson Park. The Firehouse Clinic is operated as a community health clinic by a local nonprofit community health care provider, Tiburcio Vasquez Health Center (TVHC),

under an operating agreement with the City of Hayward. The Firehouse Clinic is a newly constructed facility opened in 2015.

TVHC is also the service provider for the pediatric health and dental clinic located in the Eden Youth and Family center facility. Like other tenants of the current Eden Youth and Family Center facility, TVHC sublets the pediatric clinic space from and pays rent to the Eden Youth and Family Center nonprofit organization for use of space in the facility.

In 2013, through the efforts of a coalition of community leaders led by Alameda County Supervisor Richard Valle, initial seed funding for constructing a new South Hayward Family Center was secured in the form of a \$5 million legacy gift from Kaiser Permanente. At the time, Kaiser Permanente was in the process, now completed, of decommissioning its hospital facility in Hayward. Subsequent efforts led by the County to secure additional capital funding led to the aggregation of approximately \$16.8 million in secured funding and pledges toward the proposed South Hayward Family Center facility's preliminary estimated total construction cost of approximately \$26 - \$31 million (2016 estimate based on a 35,000 square foot, single story multiservice family center facility).

This significant progress in capital construction fund development led to the formation of a Governance Group, comprised of elected representatives from each of the three primary partner agencies (City of Hayward, County of Alameda, and HARD) to oversee the remainder of the preliminary development phase of the South Hayward Family Center project, up to and including the selection of a qualified Operator and Facility Administrator for the proposed new facility.

At the sole discretion of the Governance Group, this RFQ may result in a future Request for Proposals (RFP) for a Facility Operator and Administrative Services contract.

## SCOPE AND REQUIREMENTS

### Scope and Qualifications

Respondents to this RFQ must provide evidence of experience and expertise relevant to providing Facility Operator and Administrative Services for a multiservice community center facility focused on providing a variety of services to youth and families in a diverse low-income community.

Service delivery of programs in the new facility could be accomplished by the Facility Operator through a variety of acceptable approaches, including: direct provision of services by the Facility Operator; partnerships and joint operating agreements with third party service providers; sublet agreements with compatible third-party service provider agencies; or any reasonable combination of the above.

Attachments I, II and III to this RFQ contain supporting reference materials describing the South Hayward Family Center project and the RFQ criteria. All information provided in the supporting materials is preliminary and subject to change.

#### Supporting reference materials include:

- **Attachment I: Governance Group statement of purpose for the project**
- **Attachment II: Overview of proposed new facility site options, preliminary facility concept options and basic specifications, and preliminary summary of potential services**

**at the new facility\***

- **Attachment III: Overview of RFQ process, qualification criteria and options**

\*The potential services listed in the supporting documents are preliminary and subject to change, and are not intended to be seen as final in any way. Respondents to this RFQ may propose alternative or additional services not shown in the supporting documents provided that they are reasonably consistent with the overall intent and service delivery goals of the new facility.

## **SUBMITTAL FORMAT**

To ensure fair and accurate review, all submitted qualification packets must include the following required documents and/or information. Packets with missing items will not be considered.

### ○ Cover Letter

The cover letter must designate a primary point of contact authorized to answer questions about the organization and qualification submittal packet. Please provide this person's name, title, address, phone number, email address, and qualifications for acting in this capacity. The letter should not exceed one page in length and should summarize key elements of the organization's qualifications to deliver the services described in this RFQ and attachments.

### ○ References

Provide the names and contact information of at least one and no more than three relevant government clients and/or partners for which the organization has provided similar Facility Operator and Administrative Services in the past.

### ○ Description of Organization

Must include all of the following information:

- Organizational mission statement, goals, and narrative overview of current operations.
- Organization's current authorized annual operating budget, including personnel.
- Organization's most recently completed independent fiscal audit.
- Contact information and current resumes for the project manager and key personnel that would be assigned to Facility Operator and Administrative Services.
- Clearly rendered organizational structure of the proposed project team that outlines key roles, lines of authority, and the percentage of total time (vis-à-vis other concurrent projects) each member would spend on the project.
- Identify any prospective sub-contractors and their potential role in the service delivery, including a summary of all the aforementioned information for each.

### ○ Description of Experience

Provide background on the organization and its experience in delivering similar Facility Operator and Administrative Services in conjunction with the federal, state and/or local level of government. Please highlight specific experiences with municipal or public institutions and any familiarity with Hayward, Alameda County, or the San Francisco Bay Area. Provide a summary of similar service delivery projects which includes client name, description, project team, date implemented, total annual operating cost, service delivery outcomes, and any other information the organization deems relevant to the criteria outlined in this RFQ.

### ○ Description of Approach

Provide a narrative describing the approach the organization would take to provide Facility Operator and Administrative Services in the planned South Hayward Family Center project. This should include a description of how the organization would structure and execute Facility Operator and Administrative Services, who would staff the services, how the services would be operated and delivered, and the approach the organization would take toward external accountability and/or compliance. This section should include a description and estimated size of the facility space the respondent would need to house its administrative offices and operations on the site. The respondent should also provide an estimated timeline for the preparation and implementation of the various activities described.

### ○ Estimated Operational Cost

Provide a preliminary estimated cost analysis for the entirety of a typical one-year operating period of delivering Facility Operator and Administrative Services in the planned South Hayward Family Center project, including estimated costs for all personnel assigned to the facility operations, service delivery, administration, etc. Please break down estimated costs on an itemized, “not-to-exceed” basis.

### ○ Capital Investment Potential

Please include an assessment of the organization’s interest and capability to provide capital investment to the South Hayward Family Center construction project in exchange for a partnership stake in the facility and/or its ongoing operations and revenue potential. Please provide specific examples of partnership and investment opportunities the respondent could potentially bring to the table, and describe how the opportunities would be mutually beneficial to all involved parties including especially the South Hayward community the new facility is intended to serve. Capital investment is not a requirement for consideration but is desirable.

## **REVIEW PROCESS**

The review committee will evaluate all responses to this RFQ that meet the minimal submission requirements and deadline. Responses that do not meet the requirements or deadline will not be reviewed. The review committee will evaluate the qualification statements and may arrange follow up information-gathering interviews with each respondent that meets the minimum submission requirements and deadline.

The city and its partners reserve the right to request additional information or materials from respondents if necessary to evaluate and confirm the qualification statements submitted.

### **Review Criteria**

The following criteria will guide the RFQ review process:

- Quality and thoroughness of the submitted qualification packet
- Experience and past performance in successfully delivering Operator and Facility Administration services of a similar type, size, and complexity
- The quality of examples provided, including any additional information or interviews requested by the review committee
- Demonstrated capacity to deliver high-quality work within a predetermined timeline and budget
- Demonstrated experience working successfully with other government organizations and/or community facilities, especially in California, the greater San Francisco Bay Area region, and/or Alameda County

- Soundness of preliminary operating cost estimates, organizational budget, staffing, and fiscal audit
- Capital investment potential.

**PLEASE NOTE THE FOLLOWING:**

The City of Hayward and its partners reserve the right to accept or reject any or all responses to this RFQ; to alter the review process in any way; to postpone at any time the review process for the sole convenience of the City of Hayward and/or its partners; or to suspend the RFQ process at any time. The City of Hayward and/or its partners retain the right and sole discretion to review or decline any response for any reason.

The City reserves the right to cancel, in part or in its entirety, this RFQ including but not limited to: review procedures, submittal date, and submittal requirements. The City will notify all interested parties if any revisions are made to this RFQ or if the RFQ is cancelled altogether.

All qualification packets submitted in response to this RFQ become the property of the City of Hayward and its partners, and thus become public records of which may be subject to public review.

Should any responder question or protest the rejection of a qualification submittal, such question or protest must be furnished in writing to the City Manager within three (3) calendar days after the City notifies the responder of its intent to reject the submittal. Such submittal must fully explain the basis of the objection supported by all relevant information facts and details. Letter must be signed by an authorized representative stating specific reason(s) for the protest including all relevant facts (law, rule, regulation, and criteria). Questions or protests not furnished in writing as prescribed will not be accepted.

**RFQ Review Process Timeline\***

RFQ Issued	<b>August 1, 2016</b>
Deadline to Submit Questions via Email	<b>August 29, 2016</b>
<b>RFQ Submittal Deadline</b>	<b>September 15, 2016</b>
Staff Review of RFQ Response Submittals	<b>September 20-24, 2016</b>
Governance Group Review of Submittals	<b>September 26, 2016</b>
Issuance of Request for Proposals	<b>TBD*</b>

\*Dates subject to change as determined appropriate by the City of Hayward and its partners.

END OF RFQ