

APPROVED
JUN 27 2013

REPORT OF GENERAL MANAGER

NO. 13-166

DATE June 27, 2013

BOARD OF RECREATION
AND PARK COMMISSIONERS

C.D. ALL

BOARD OF RECREATION AND PARK COMMISSIONERS

SUBJECT: AS-NEEDED LANDSCAPE CONSTRUCTION, RETROFIT, MAINTENANCE
AND/OR REPAIRS – ACCEPTANCE OF PROTEST AND REJECTION OF
APPEAL – AWARD OF CONTRACT

R. Adams
H. Fujita
V. Israel

K. Regan
*M. Shull
N. Williams

mf

Kenneth J. [Signature]
General Manager

Approved _____

Disapproved _____

Withdrawn _____

RECOMMENDATIONS:

That the Board:

1. Accept the letter of protest submitted by Complete Landscape Care, Inc.;
2. Award a contract (Contract), substantially in the form on file in the Board Office, between the Department of Recreation and Parks (RAP) and Complete Landscape Care, Inc., for the As-needed Landscape Construction, Retrofit, Maintenance and/or Repairs for a three (3) year contract, specifying the terms and conditions, subject to approval of the Mayor and the City Attorney as to form;
3. Direct the Board's Secretary to transmit the Contract to the Mayor in accordance with Executive Directive No. 3 and concurrently, to the City Attorney for review and approval as to form;
4. Authorize the Board's President and Secretary to execute the Contract upon receipt of the necessary approvals; and,
5. Reject the protest submitted by D.H.R. Construction, Inc.

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SUMMARY:

On December 10, 2012, the Board approved a Request for Qualifications (RFQ) for Landscape Construction, Retrofit, Maintenance and/or Repairs, which was released on March 5, 2013. On April 16, 2013, RAP received thirteen (13) proposals in response to the RFQ. The responders were:

- 1) Accu Construction, Inc.
- 2) American Landscape, Inc.
- 3) BMC Landscape Management, Inc.
- 4) Commercial Paving & Coating
- 5) Complete Landscape Care, Inc.
- 6) Conejo Crest Landscape, Inc.
- 7) D.H.R. Construction, Inc.
- 8) Earth Sculptures, Inc.
- 9) Key Golf Construction
- 10) Marina Landscape, Inc.
- 11) Landscapes Unlimited, LLC
- 12) O&J Golf Construction, Inc.
- 13) United Landscape & Maintenance Inc.

The responders were required to provide evidence of their qualifications by meeting at least one (1) of the four (4) minimum requirements listed below, and as previously discussed in Board Report No. 13-122:

- 1) Landscape Construction and Retrofit
- 2) Landscape Maintenance and/or Repairs
- 3) Golf Course Construction and Retrofit/Remodel
- 4) Small Golf Course Construction Remodel

Six (6) of the thirteen (13) responders submitted a responsive submittal and met the minimum requirements for the RFQ for Landscape Construction, Retrofit, Maintenance and/or Repairs. On May 1, 2013, the Board approved the award of contracts to the following responders (Board Report No. 13-122):

- 1) Accu Construction, Inc.
- 2) American Landscape, Inc.
- 3) BMC Landscape Management, Inc.
- 4) Commercial Paving & Coating
- 5) Earth Sculptures, Inc.
- 6) Landscapes Unlimited, LLC

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The Board Office received a letter of protest with enclosures from Complete Landscape Care, Inc., and a letter of appeal from D.H.R. Construction, Inc., (Attachments 1 and 2). As discussed in Board Report No 13-122, these responders failed to submit a complete submittal and/or failed to qualify, and thus, were disqualified from any further review.

After further RAP staff review of the letter of protest, it was determined that Complete Landscape Care, Inc., should be allowed to submit additional information to help clarify their qualifications. This information was submitted by Complete Landscape Care, Inc., and reviewed by RAP staff. After careful review of this information, RAP staff determined that sufficient evidence was provided to recommend to the Board the reversal of the original disqualification and award a Contract to Complete Landscape Care, Inc.

RAP staff recommends the rejection of D.H.R. Construction, Inc.'s protest on the basis that no additional information was provided to justify the reversal of the original decision.

FISCAL IMPACT STATEMENT:

Executing this as-needed contract with Complete Landscape Care, Inc., has no impact to the RAP's General Fund.

This report was prepared by Jim Newsom, Management Analyst II, Planning, Construction and Maintenance Branch.

EXHIBIT A

REQUEST FOR QUALIFICATION LANDSCAPE CONSTRUCTION, RETROFIT, MAINTENANCE AND/OR REPAIRS

"NON-RESPONSIVE" RESPONDERS	REASONS FOR "NON-RESPONSIVENESS"
Complete Landscape Care, Inc.	Responder did not meet the minimum qualifications listed on page 11 of the RFQ as it relates to providing verifiable 10 years of experience. In addition, several reference checks provided an unfavorable reference to the Responder as it relates to landscaping service quality, performance and professionalism.
Conejo Crest Landscape, Inc.	Responder did not complete the following: 1) Did not sign page 74 of CRO on one of two submitted RFQ documents, 2) Did not submit Schedule "A" filled out on Page 128, and 3) Responder did not submit its qualifications on Form "G", page 134. Responder submitted an incomplete list of project references most did not include details, dates, and contact information to verify qualifications as instructed on Page 10-12 of RFQ.
D.H.R. Construction , Inc.	Responder did not answer question #9 on Page 71 of CRO.
Key Golf Construction	Responder did not submit two (2) Original Responses as stated throughout the RFQ document (provided one original and one copy).
Marina Landscape, Inc.	Responder did not fill out and sign Page 88 of RFQ (Americans With Disabilities Act).
O&J Golf Construction, Inc.	Responder processes a California Contractor License C-27 but could not provide proof of having a valid California Contractor License "A" as required for the Minimum Requirement of contract option #4.
United Landscape & Maintenance, Inc.	Responder answered "yes" to page 72, Section 13 of CRO, but did not follow instructions to provide additional information on Attachment "B" Page76 of CRO.



May 15, 2013

Board of Recreation and Park Commissioners
221 North Figueroa Street, Suite 1510
Los Angeles, California 90012

Subject: Letter of Protest in regards to Request for Qualifications for Landscape Maintenance

Dear Board of Commissioners,

We are writing this letter due to a recent qualification denial to the RFQ that was submitted on April 16th of 2013 for Landscape Maintenance at Various Locations. It appears that we were found "Non-Responsive" for 2 reasons:

1. "Responder did not meet the minimum qualifications listed on page 11 of the RFQ as it relates to providing verifiable 10 years of experience.
2. "...several reference checks provided an unfavorable reference to the Responder as it relates to landscaping service quality, performance and professionalism."

Regarding the first reason as stated above, you will find enclosed a copy of what we submitted with the RFQ naming the City of Santa Fe Springs (Enclosure #7) as a government agency that we have serviced for over 10 years. Documentation supporting our contract length can be found within Enclosure #4.

This past year has been very busy for having acquired 4 new government agencies, 3 of which are cities (Brea, Monterey Park, Downey), and one of which is a county job (Sanitation District of Los Angeles Various Pump Site Maintenance). In being awarded these multi-year contracts we were able to pass all of their reference checks. More recently with the same references, we were told that we passed our reference check with Los Angeles County Metropolitan Transportation Authority (METRO) "with flying colors". This was in Mid-February, so it was a shock to hear of such a difference in only 2 months' time.

Enclosed you will find a Letter of Recommendation from our largest and longest standing account, the City of Santa Fe Springs. This letter is dated March 27th of 2013 and you will find that it is a very positive recommendation. You will also find other current and past Letters of Recommendation. There is also a recent update to our contact for County Sanitation of Los Angeles Carson. Instead of Karen Streeter it is Steve Krai. Unfortunately they can't provide vendors with Letters of Recommendation, but Mr. Krai said to contact him directly at (310) 830-2400 Ext. 5255.

There are some definite discrepancies as to what was said about us, and what is contained in these letters. Please feel free to visit any of our jobs referenced to see our work first hand. We thank you for your time and attention to this matter.

Sincerely

Thomas C. Murray
President

Mobile Phone Number (562) 755-3501

Office Phone Number (562) 946-4441

Fax Number (562) 941-9943

Email: tommurray@completelandscapecareinc.com

Enclosures:

- # 1-Letter of Recommendation (City of Santa Fe Spring for 2013)
- # 2-Letter of Recommendation (City of Bell Gardens for 2013)
- # 3-Letter of Recommendation (City of Monterey Park for 2013)
- # 4-Letter of Recommendation (City of Santa Fe Springs 2009) *Also Indicates the Year Contract Began, 1980
- # 5-Letter Responding to Request for Quote from Director of Public Works (City of Santa Fe Springs 2013)
- # 6 Form G Supporting Document for City of Santa Fe Springs

Enclosure #7



11710 Telegraph Road CA 90670-3679 (562) 868-0511 Fax (562) 868-7112 www.santafesprings.org

"A great place to live, work, and play"

March 27, 2013

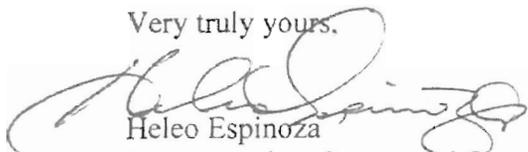
Subject: Letter of Recommendation

To Whom It May Concern:

The City of Santa Fe Springs prides itself on maintaining an aesthetically pleasing environment for business and residential members of our community. Complete Landscape Care, Inc. has been an intricate part of maintaining this image and we can vouch for the quality of their staff, professionalism, and successful landscape service delivery. Complete Landscape Care, Inc. is responsive to the needs of the City and a tremendous asset to have on all of the City's landscape projects as they have the technical expertise and practical knowledge to deliver a high quality Landscape Care Service. The City of Santa Fe Springs highly recommends Complete Landscape Care, Inc.

If you have any further questions about Complete Landscape Care, Inc. please do not hesitate to call me at (562) 941-5484.

Very truly yours,



Heleo Espinoza
Superintendent Streets and Grounds



May 13, 2013

To Whom It May Concern:

The City of Bell Gardens would like to take this opportunity to acknowledge Complete Landscape Care, Inc. for the great work that they do in our city. Complete has been with us since January of 2009, and we look forward to continuing our partnership for years to come.

Aside from being happy with the work that they do for us, we are also very happy with their management staff, and how well they communicate with us. They are responsive to our needs, and conduct themselves with the utmost professionalism. We highly recommend Complete Landscape Care, Inc. to anyone requiring landscape service.

If you have any questions please feel free to contact me direct at (562) 755-9858.

Sincerely,

A handwritten signature in black ink that reads "Carlos Marin".

Carlos Marin
Acting Utility & Contract Supervisor

CITY OF MONTEREY PARK

320 West Newmark Avenue • Monterey Park • California 91754-2896
www.ci.monterey-park.ca.us



City Council
Mitchell Ing
Peter Chan
Hans Liang
Teresa Real Sebastian
Anthony Wong

City Clerk
Vincent D. Chang

City Treasurer
Joseph Leon

05/07/2013

To Whom It May Concern,

Complete Landscape Care Inc. has been working for the City of Monterey Park, since October of 2012. They perform a variety of landscape duties on our medians and parks. Recently, they also did a hardscape project for us on one of our medians, for the installation of a cobblestone border. They also perform irrigation work for us, including a hydraulic system.

Both area representatives, Richard Meraz and Juan Sanchez are very easy to get a hold of, are responsive and easy to work with.

The companies work has been very good and we have seen an improvement in our areas since Complete Landscape Care has taken over.

I would recommend their services to any Public agency or Private company to perform their landscape needs.

A handwritten signature in cursive script that reads "Paul Tena".

Paul Tena
Park Superintendent



City of Santa Fe Springs

11710 Telegraph Road • CA • 90670-3679 • (562) 868-0511 • Fax (562) 868-7112 • www.santafesprings.org

August 13, 2009

To Whom It May Concern:

I am pleased to have the opportunity to submit this letter of recommendation for Complete Landscape Care, Incorporated. Complete Landscape Care has worked under contract for the City of Santa Fe Springs for landscape maintenance and landscaping services since 1980.

The City has historically made substantial investments in open spaces, parks and landscaped medians and is committed to the highest standards of landscape maintenance for these areas. Many of the landscaped areas maintained by Complete Landscape Care have art features, which were significant investments by the City and are focal points that require the landscaping to be maintained to manicured conditions. The City Council and I have a high level of confidence in the ability of Complete Landscape Care to maintain our multi-million dollar investments to the highest standards.

In addition to Complete Landscape Care's excellent service, they have a corporate culture of community involvement, which was most recently demonstrated by their participation with our 50th Anniversary Celebration, as a corporate sponsor for the year-long event.

I believe our 29 year relationship with Complete Landscape Care speaks for itself with regards to City's satisfaction with their performance. I would like to strongly recommend that you consider Complete Landscape Care Inc. for any of your landscape maintenance service needs, especially if high quality maintenance is your desired outcome.

I would be happy to respond to any questions or provide any feedback you feel would be necessary in making your decision regarding Complete Landscape Care's qualifications.

Sincerely,

A handwritten signature in cursive script, appearing to read "Frederick W. Latham".

Frederick W. Latham
City Manager



11710 Telegraph Road CA 90670-3679 (562) 868-0511 Fax (562) 868-7112 www.santafesprings.org

"A great place to live, work, and play"

March 28, 2013

Mr. Richard Meraz, Operations Manager
Complete Landscaping Care, Inc.
13316 Leffingwell Road
Santa Fe Springs, CA. 90605

Re: Request for Quote - Ball Field Maintenance Services

Dear Mr. Meraz:

The City of Santa Fe Springs would like to thank you for responding to the Request for Quote to provide Ball Field Maintenance Services. After careful review and deliberation, the City has decided to continue performing these services with in-house staff.

I would like to take this opportunity to express my appreciation to Complete Landscaping for the excellent quality of landscaping services being provided to the City. Completes' maintenance of the City's public spaces are integral to the quality of life in Santa Fe Springs.

If you have any questions regarding the City's decision, please contact Mr. Al Fuentes at (562) 868-0511, ext. 7355.

Sincerely,

Noe Negrete
Director of Public Works

Richard J. Moore, Mayor • Juanita Trujillo, Mayor Pro Tem
City Council
Louie González • Laurie M. Rios • William K. Rounds
City Manager
Thaddeus McCormack

FORM G

PROJECT QUALIFICATION FORM

Prior to filling out this sheet, please refer to page 10-11 of this RFQ document for instructions.

Project # 63

Project Address/Location: Santa Fe Springs California

Customer Contact Name: Heleo Espinosa

Customer Contact Phone #: (562) 755-5847

Project Start Date: August 1, 1981

Project Completion Date: Current

Project Summary:

Landscape Maintenance Sites and/or Facilities include:

- Lake Center Park
- Little Lake Park
- Santa Fe Springs Park
- Heritage Park
- Los Nietos Park
- Jersey Field
- Santa Fe Springs City Hall
- Santa Fe Springs Neighborhood Center
- Santa Fe Springs Post Office
- Santa Fe Springs High School
- Clark Estate
- Santa Fe Springs Fire Department
- Santa Fe Springs Fire Station # 2
- Public Works Facility/Yard

Please print out additional Project Qualification Forms (Form G) as necessary.

IMPORTANT – RESPONDERS MUST SUBMIT ALL REQUIRED FORMS (COMPLETELY FILLED OUT) BY RFQ SUBMITTAL DEADLINE.

Nicola Pilcher
D.H.R Construction
880 Green Island Rd.
American Canyon, CA 94503
Phone: (707)552-6500 ext. 107
Email: Nicola@dhrconstruction.com
Fax: (707)552-6555
Fax: (707)552-6547



Fax

To: Board Secretary	From: Nicola Pilcher
Fax: 213-202-2610	Pages: 2 Including Cover
Phone: 213-482-6941	Date: May 8, 2013
Re:	cc:

Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

Hello,

Please see attached.

Nicola Pilcher

BOARD OF RECREATION
 AND PARK COMMISSIONERS
 2013 MAY - 8 AM 10:55



D.H.R. CONSTRUCTION, INC.

860 Green Island Road, American Canyon, CA 94503

Tel: (707) 552-6500 • Fax: (707) 552-6555 • www.dhrgolf.com

To whom it may concern,

This is Nicola with D.H.R. Construction and I am sending you this because the Report for the Landscape Construction, Retrofit, Maintenance and/or Repairs was put online last Tuesday and it shows that we did not qualify due to not answering Question #9 on Page 71 of CRO. Which asked what kind of insurance we carried. Although we forgot to answer the one question we did provide a copy of our insurance which states that we have workers' compensation Insurance policy in effect. Now because of the report being posted so close to the Board meeting we had no way of getting to LA by the following morning. What can we do to appeal this disqualification?

Please let me know if you need any additional information, I look forward to hearing from you.

Thank you,
Nicola Pilcher

D.H.R Construction
860 Green Island Rd.
American Canyon, CA 94503
Phone: (707)552-6500 ext. 107
Fax: (707)552-6555
Fax: (707)552-6547