



REQUEST FOR PROPOSAL (RFP)
FOR
PROPERTY MANAGEMENT SERVICES
RFP NO. 4301

Release Date:	Monday, July 28, 2025	
Proposal Due Date:	Friday, September 5, 2025 3:00 P.M. PST Electronic submission link (link here)	RFP Administrator: Kristen Szanto Los Angeles City Employees' Retirement System E-mail: kristen.szanto@lacers.org
All questions must be submitted in writing no later than:	Friday, August 15, 2025, 3:00 P.M. PST Submit questions to the RFP Administrator. Any questions and all answers will be posted on the LACERS website: https://www.lacers.org/rfps-contracting-opportunities	
Official RFP Notices/Addendums:	To ensure that no firm is provided an advantage over another, all requirements are specified in this RFP. Any changes to the requirements will be posted as an addendum to the RFP on the LACERS website: https://www.lacers.org/rfps-contracting-opportunities . Proposers are solely responsible for monitoring this website and adhering to RFP addendums.	
Prohibited Communications:	From the RFP release date until a contract for these services is fully executed, firms are prohibited from communicating with Board members or staff, other than the RFP Administrator, concerning this RFP or the resulting contract. Communications with Board members about this RFP, other than at a public Board meeting, are prohibited by the City Ethics Ordinance, Los Angeles Municipal Code sec. 49.5.11(A), the violation of which may result in civil, administrative, and/or criminal penalties. Any communications could be considered attempts to lobby or market services and is therefore prohibited by LACERS' Ethical Contract Compliance Policy. Firms will be disqualified from contract consideration if the prohibition is not honored.	

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I. INTRODUCTION

The Los Angeles City Employees' Retirement System ("LACERS" or the "Plan") is a department of the City of Los Angeles, California, established in 1937 under Article XI of the City Charter. LACERS is under the exclusive management and control of the Board of Administration (the "Board"), which has sole authority for the administration of benefits and investment of the assets of the fund. The Board administers a defined benefit retirement plan and post-employment healthcare plan for approximately 55,000 members, comprised of approximately 27,000 active employees, 8,000 inactive employees, and 20,000 retired Members and beneficiaries of the City of Los Angeles.

In October 2019, LACERS acquired the five-story building located at 977 North Broadway to be used as its headquarters. The building was originally built in 1983 with 65,000 square feet of office space with 253 workstations and has three floors of underground parking with approximately 110 parking spaces. In March 2023, contractors completed significant tenant improvements and mechanical upgrades before LACERS staff moved into the building.

This RFP details the requirements needed by LACERS and instructs interested firms on the application and selection process. All firms meeting the minimum qualifications outlined in Section II of this RFP are invited to submit a Statement of Qualifications.

II. MINIMUM QUALIFICATIONS

Firms must clearly demonstrate meeting the minimum qualifications for their response to be considered.

- The respondent must have at least five (5) years of experience with commercial property management services to be considered as a qualified candidate for the purposes of this RFP. Experience is to include at least three (3) years offering the aforementioned services to agencies similar in size and function to LACERS.
- The respondent must answer all questions included in this RFP in their entirety, as well as complete responses to the Questionnaire.

III. SCOPE OF SERVICES

A. Responsibility and Compliance with Governmental Requirements

- 1) Property Manager (PM) will oversee the day-to-day operations of property located at 977 Broadway, Los Angeles, CA 90012 (Property).
- 2) Establish clear lines of communication with LACERS, providing updates on property management activities and addressing concerns proactively.
- 3) Comply with any and all laws, ordinances, codes, rules, and regulations applicable to the use, operation, repair, and maintenance of the Property.
- 4) PM will not knowingly permit use of the Property for any purpose which might impair any insurance policy or might render a loss unrecoverable or uncollectible.

- 5) Uphold ethical standards in all dealings and ensure compliance with LACERS' policies and guidelines.
- 6) PM will reasonably cooperate with internal and external auditors to provide required or as-needed documentation for the completion of their audits.
- 7) Maintain copies of all significant operating and lease agreements (property management, asset management, insurance policies, legal filings) related to the building.

B. Standards of Performance

- 1) PM will devote its commercially reasonable efforts to providing first-class professional management of the Property with LACERS as its sole owner and tenant, in a manner that is consistent with other buildings of a similar class and quality.
- 2) PM will at all times act in good faith in a commercially reasonable manner and in a fiduciary capacity with respect to the proper protection and accounting of LACERS's Property and assets.
- 3) May be requested to assist in generating special reports, presentations, or other related material for LACERS, including, but not limited to, expenditure projections, amortization and depreciation schedules, funding requests, budget presentations, etc.
- 4) Provide monthly, quarterly, and annual financial reports for property operations and capital expenditures.

C. Employees, Outside Contractors, and On-Site Office

- 1) PM will hire, train, pay, supervise, and discharge the personnel necessary to maintain and operate the Property including an on-site Property Manager who is a Certified Property Manager (CPM) or who shall have the skills, experience, and training satisfactory to LACERS.
- 2) Engage, supervise, and compensate personnel customarily and reasonably necessary to perform PM's obligations.
- 3) PM agrees to respond to and investigate any complaint by LACERS that any one or more of PM's employees are performing unsatisfactorily.
- 4) Maintain an office in the Property to be designated and known as the Property Management Office.

D. Contracts

- 1) PM will request bids, estimates, and contract proposals from vendors, consultants, or other service providers as necessary to support the building's overall operation by following the City's general contracting practice of obtaining at least three quotes for services, where practical, and with a preference for unionized firms. LACERS may request an advisory role in this process.
- 2) Select and execute contracts subject to the written approval of LACERS.

E. Management of Property

- 1) PM will collect income, payments or deposits from any existing or future leases.
- 2) Repair and maintain the Property as required by LACERS in a prudent and timely manner.
- 3) Arrange for periodic inspections of the Property's building systems and roof by licensed contractors in accordance with standard local market practice.
- 4) Oversee all work and services by contractors and process all contractor payments. PM will conduct biennial replacement-cost appraisals or as requested.
- 5) Manage tenant communications and enforce lease terms diligently.
- 6) Handle tenant inquiries, complaints, and requests for maintenance or improvements.

F. Project Management for Construction

PM will serve as project manager for construction projects that are above and beyond regular operating and maintenance projects.

G. Financial Management

- 1) Maintain an Operating Account for all income and expenditures and per applicable legal requirements.
- 2) PM will maintain complete and accurate financial records of all building financial transactions in accordance with Generally Accepted Accounting Principles (GAAP) and provide detailed financial reporting, including bank reconciliations and budget and expenditure reports.
- 3) Process vendor/invoice payments for property-related operating and capital expenses.
- 4) Collect and deposit all rental and property-related income into the appropriate trust bank account.
- 5) Provide a timely funding request based on the approved annual budget to LACERS.
- 6) Issue and file applicable IRS 1099 forms (e.g. 1099-NEC).

IV. CONTENT OF RESPONSE

Response to the information requested below is required to be considered responsive to the RFP. Proposers are encouraged to submit a practical and sustainable proposal. The proposal is requested in the following order, to be tabbed accordingly:

A. INTRODUCTION

- A. **Title Page** - The title page must clearly state "2025 Proposal for Property Management Services" along with vendor's name, address, and contact information.
- B. **Table of Contents**
- C. **Cover Letter**
 - 1) The cover letter shall have the following statement:

This proposal is genuine, and not sham or collusive, nor made in the interest or on behalf of any person not named therein; the proposer has not directly or indirectly induced or solicited any other proposer to put in a sham bid, or any other person, firm or corporation to refrain from submitting a proposal, and the proposer has not in any manner sought by collusion to secure for themselves an advantage over any other proposer.

- 2) The legal business name, address, telephone number, website URL, and business status (Individual, limited liability partnership, corporation, etc.) of the firm.
- 3) The person or persons authorized to represent the proposer in negotiations with LACERS with respect to the RFP and any subsequently awarded contract. Provide the representative's name, title, address, telephone number, e-mail address and any limitation of authority for the person named.
- 4) If the firm is proposing any alternatives/conditions to requirements detailed within the RFP, an explanation of the alternatives offered/conditions placed shall be detailed within this cover. LACERS reserves the right to reject proposals where the alternative/conditions are not acceptable.
- 5) The cover letter is to be signed by a person or persons authorized to bind the proposer to all provisions of the RFP, any subsequent changes to the RFP, and to the contract if an award is made (If the respondent is a partnership, the response must be signed by a general partner in the name of the partnership. If the respondent is a corporation, the response must be signed on behalf of the corporation by two authorized officers [a Chairman of the Board, President or Vice-President, and a Secretary, Treasurer or Chief Financial Officer] or an officer authorized by the Board of Directors to execute such documents on behalf of the corporation).

B. QUALIFICATIONS AND EXPERIENCE

Please provide a thorough answer immediately following each question. If attachments are provided in response to a question, indicate in the answer the specific tab and/or pages that respond to the question.

- 1) Provide information to demonstrate that the firm meets the minimum qualifications of the RFP.
- 2) Provide a brief introduction of your firm's history, products and services offered, the firm's primary business activity, and clients served. Additionally, identify affiliated companies of the firm and what differentiates you from your competition.
- 3) Identify the licenses, credentials/designations, affiliations, special knowledge, qualifications, expertise or awards held by your firm and its key managers. Briefly describe how this translates to the service to be provided to LACERS.
- 4) References
 - a. Provide a list of clients in the last five years. Include scope of work, dates of contract, contract amount, contact person, and telephone number.
 - b. Provide a list of all other current clients with whom you are providing services. Include name of client, contact person, address and telephone number.

General Questions about the Firm

- 5) Indicate your legal business name, address, telephone number, website URL, and legal entity type (individual, limited liability partnership, corporation, etc.).
- 6) Indicate the person(s) authorized to represent the firm in negotiations with LACERS with respect to the RFP and a subsequently awarded agreement, including contact names, titles, telephone and fax numbers, and e-mail addresses.
- 7) Provide a brief history of the firm and the year the firm was founded.
- 8) Provide a list of all the major services provided by your firm even if they are not specific to the scope of services being requested by this RFP.
- 9) Provide an organizational chart indicating roles of all individuals involved in the project. Include a curriculum vitae/biography for each team member. What experience does the team have working together?
- 10) Are ownership changes planned or anticipated at this time?
- 11) Describe the turnover in key professional personnel in the last five years. Do you anticipate that any of the team members proposed to work with LACERS will leave the firm in the next five years?
- 12) What incentives are provided to attract and retain top quality employees at your firm?
- 13) What skills, qualities, and experiences do you look for in hiring employees?
- 14) Are there distinguishing features of your firm over other firms?
- 15) Disclose the nature of any past, present, or pending relationship with any LACERS Board Member, consultant, or staff. How have you reviewed this potential engagement for conflict of interest? Were there any conflicts, potential conflicts, or other issues that could raise a reasonable appearance of a conflict of interest?
- 16) Please indicate your experience with major disruption(s) of your business and how they impacted your clients. Please provide a copy of your Business Continuity Plan (BCP). If you do not have a formal BCP, indicate what contingencies your firm has made to address potential disruptions to client services in the event of a natural or man-made disaster, or pandemic.

Questions Concerning Your Statement of Qualifications

- 17) Is your firm requesting any alternatives and/or substitutions to the LACERS standard RFP and contracting provisions? See General Conditions (Appendix A) and the Standard Provisions for City Contracts (Appendix B). LACERS reserves the right to determine if the alternatives/substitutions are acceptable.
- 18) Does your firm have a sexual harassment policy? Please describe the policy and summarize any pending or anticipated litigation against the firm, its employees, or partners, involving allegations of sexual harassment or sexual misconduct (Attachment 7).
- 19) Is your firm certified by a governmental entity as a Women-Owned Business, Minority-Owned Business, or Other Business Entity? If yes, please attach a copy of your certification.

C. PROPOSED FEE SCHEDULE

Provide a fee schedule, with full breakdown of costs associated with all property management and ancillary services. Once a firm has been selected, negotiations of the fee(s) may become

necessary. In no case will the negotiations result in a fee that is higher than the fee contained in the proposal.

- 1) Provide a fee schedule, with full breakdown of associated costs.
- 2) Provide an hourly fee schedule by professional classification, if any.
- 3) The prices proposed within the submission must be valid from the date of the submission through the end of the contract and must include any/all costs expected to be paid by LACERS.
- 4) Provide a schedule of incidental fees that are commonly charged in your industry (delivery fees, materials storage, etc.).

V. PROPOSAL SUBMISSION & EVALUATION

A. PROPOSAL SUBMISSION INSTRUCTIONS

- 1) Deadline for submission and the location for submission are located on the cover sheet of this RFP. **Electronic submissions only.**
- 2) **Electronic Submissions** – The complete proposal package shall be clearly labeled with the name of the firm, and “2025 Proposal for Property Management Services.”
 - a. Please provide one copy of your entire proposal in PDF format, inclusive of any work samples, exhibits, and other required forms, with file naming format: “2025 Proposal for Property Management Services.”
 - b. Submit your proposal through this upload portal: <https://lacers.app.box.com/f/6e234e8ed3af454ca0f85e27eb012e8e>
- 3) **If your proposal contains any trade secrets or other proprietary, confidential information that the proposer claims is exempt from disclosure under the California Public Records Act (California Government Code §7920 et seq.), then you must submit separately one (1) redacted copy of the proposal in addition to the original version.**

Note: Proposers selected to make presentations to the Board/Committee may be required to submit 10 additional hard copies of their responses.

- 4) Late proposals will not be considered for review. LACERS reserves the right to determine the timelines of all proposals submitted. At the day and time appointed, all timely submitted proposals will be opened and the name of the Proposers announced. No other information about the proposals will be made public until such time as a recommendation concerning proposals is made to the Board.
- 5) All contact regarding this RFP or any matter relating thereto must be in writing and may be emailed to the administrator listed on the cover page.
- 6) If no more than one submission is received in response to this solicitation, LACERS reserves the right to classify this procurement a failed competition and either re-compete the procurement or enter into a sole source agreement with the sole respondent.
- 7) LACERS reserves the right to select more than one firm to provide these services and to enter a nonexclusive contract with multiple firms.

B. EVALUATION OF PROPOSALS

1) The selected proposer must successfully pass all the following levels of review:

a. Level I – Administrative Responsiveness

LACERS will conduct a preliminary evaluation of all proposals submitted by the deadline to determine compliance with proposal requirements and mandatory document submissions. Firm's proposal must demonstrate its responsiveness to the administrative requirements outlined in the RFP. Firm's ability to adhere to LACERS' standard contract provisions will also be considered (see General Conditions (Appendix A) and the Standard Provisions for City Contracts (Appendix B)).

b. Level II – Review of Qualifications, Experience, & References

Proposer must demonstrate it meets the minimum qualifications and must demonstrate a positive record as a responsible contractor through due diligence reviews conducted by LACERS.

c. Level III – Review of Proposed Services and Fee Schedules ("Proposal")

Firm's proposed plan of services, and fees for providing the required services are evaluated and ranked by the evaluation panel. Interviews may also be conducted by panel. In no case will the negotiations result in a fee that is higher than fee contained in the proposed fee schedule.

d. Level IV – Final Approval by the Board

The proposer that demonstrates to be the most qualified to provide the required services at the best overall value to LACERS, as determined by the evaluation panel, will be recommended for contract award to the LACERS Board of Administration (Board). The Board, at its sole discretion, makes the final award determination.

EVALUATION CRITERIA	POSSIBLE WEIGHT
Professionalism Proposer demonstrated professionalism in the response to the RFP, such as: RFP presentation, well-written summary of the important features of the RFP, etc.	25
Proposed Scope of Services Description and Methodology Firm demonstrates strong understanding of services needed by LACERS.	20

Firm meets all service requirements for property management services.	
Qualifications, Experience, and Accomplishments Demonstration of expertise in providing property management services in RFP response; demonstration of being able to meet deadlines and turn around building maintenance and technical upgrade projects within an agreed upon time frame including rushed deadlines; strength of favorable references during reference verification process.	20
Value of Cost The evaluation of the relative cost and value for each firm based upon its submission of the proposed fee schedule by phase and proposed services. This evaluation will also consider cost on a qualitative basis, not necessarily on a quantitative basis. LACERS expects the cost proposal to include details of all costs associated with the scope of services contained in this RFP.	15
Other Services	20
TOTAL POINTS	100

2) Tentative Schedule

This schedule indicates estimated dates for the RFP process. LACERS reserves the right to adjust this schedule when appropriate.

Date	Event
07/28/2025	Release of RFP
08/15/2025	Deadline for submitting questions about RFP
09/05/2025 3:00PM PST	Deadline for proposal submissions
10/14/2025	Target date for LACERS Board of Administration consideration of contract award
05/01/2026	Tentative contract start date

VI. GENERAL CONDITIONS AND COMPLIANCE DOCUMENTS

Proposers are to submit required documents specified in the General Conditions and Compliance Documents (Appendix A). The General Conditions also indicate several standard contracting provisions and requirements of every LACERS and City of Los Angeles contract. You are encouraged to read the documents thoroughly, including the Standard Provisions for City Contracts (Appendix B), as they may result in additional expense to your firm, such as certain insurance requirements and a Los Angeles Business Tax Registration Certificate. This RFP is for a new contract. Previous document submittals and/or waivers do not apply. New forms must be completed and processed.

VII. EXECUTIVE DIRECTIVE 35

Respondents are advised, pursuant to the Mayor's Executive Directive 35, after the contract is awarded, the contractor must respond to an annual survey if the contractor is a privately held, for-profit company or corporation. Within 30 days of the effective date of the contract and on an annual basis thereafter (i.e., within 30 days of the anniversary of the effective date of the contract), the contractor will report the following demographic information to the City via the Regional Alliance Marketplace for Procurement (RAMP): contractor's and any subcontractor's annual revenue, number of employees, location, industry, race/ethnicity, and gender of majority owner ("contractor/subcontractor information"). On an annual basis, the contractor shall further request that any subcontractor input or update its business profile, including the contractor/subcontractor information, on RAMP or via another method prescribed by City.

Disclosure of demographic information is only used for informational purposes, occurs only after a contract mandate is awarded, and will in no way impact the bidding, selection, or awarding process of a contract.