

REQUEST FOR PROPOSAL

PACE Organization

Program of All-inclusive Care for the Elderly (PACE)

Project

Northeast Community Clinic

Alhambra, California

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Introduction:

Northeast Community Clinic (NECC) invites the submittal of responses to this RFP from qualified firms or teams interested in providing proposals that represents the best concepts, methods, and design approaches to renovate, reconstruct, or rebuild the facility while blending innovation and respect to community impact for the Program of All-inclusive Care for the Elderly (PACE) PACE Center (the "Project"). The services to be rendered are all of the services necessary for the development, design, construction, testing, start-up and acceptance of the Project within a set schedule. Responses are solicited for these services in accordance with the terms, conditions and instructions set forth in the RFP guidelines.

Receipt of responses does not bind the NECC to any contract for these services, nor does it give any guarantee that a contract for the Project will be awarded.

All questions concerning the RFP should be directed to Contact at FacilitiesSupport@necc.net and nilza@nilzaserrano.com.

PURPOSE OF RFP

NECC invites qualified and experienced PACE firms to submit responses to this Request for Proposal (“RFP”) for the development of NECC’s PACE Program facility. Proposals may include options for renovation, new construction, or rebuilding, with an emphasis on identifying the most effective and cost-efficient solution.

GENERAL BACKGROUND, SITE, AND PROJECT SCOPE

NECC intends to transform an existing structure to serve as a PACE Center (Center) and non-PACE clinical and administrative offices located at 6262 East Gage Ave, Bell Gardens, CA 90201.

The Program of All-Inclusive Care for the Elderly (PACE) was started in 1981 and became a permanent provider type under Medicare in 1997. PACE combines direct services such as adult day health, primary care, and physical and occupational therapies with a network of community providers such as physician specialists, ancillary providers, hospitals, and nursing homes to create a comprehensive service delivery system for the frail elderly. Currently, there are over 180 PACE programs across the United States. PACE is known to be the “gold standard” of geriatric care and is nationally recognized as a program of distinction.

The PACE Center is the focal point of service delivery for the PACE program. The Center must be designed, built, equipped, and maintained to ensure the safety and wellbeing of participants, staff, and visitors. The PACE Center must provide an operationally feasible, functional, accessible, and comfortable environment for the delivery of services. The Center must accommodate a primary care clinic, rehabilitation services, recreational activities and meals, and a courtyard area for outside services.

The proposed PACE Center will serve a projected daily census of 300 participants and accommodate the necessary staff. The Center should accommodate this maximum on site attendance along with sufficient office space for staff and program management.

Response to the proposal must consist of the following:

The renovation of a 31,350 square foot facility to split between PACE Center on the first floor and non-PACE clinical, dental and administrative offices on the second floor.

General

- General Facility Requirements
 - Handicapped accessible (Americans with Disabilities Act regulations).
 - Meeting federal, state and local building requirements.
 - Meet NFPA 101 Life Safety Codes
 - Meet California Title 24 Energy Code
 - MEP Engineering (Mechanical, Electrical, Plumbing) for structural and civil
 - Backflow System
 - Installation of all systems:
 - HVAC
 - Plumbing
 - Electrical (minimum 2.0 – 2.5 KVA Panel Capacity and Transformer)
 - Mechanical

- Ceiling
- Fire Alarm/Sprinkler Systems
 - Standpipe
 - Riser
- Security and Alarm Systems
- Elevator

Exterior

- Transportation Area and Parking
 - Designated drop off and pick up area.
 - Covered Drop off area, safe from traffic.
 - Awning/Canopy in the rear drop-off area near the entrance
 - Adequate designated parking spaces to meet capacity requirements in accordance with City and State regulations
- Entrance
 - Two (2) sets of entrance and exit doors
 - Location
 - Front of Building Near Streets
 - Back of Building Near Rear Parking Lots
 - Both entrances at the front and rear of the building will be free of steps.
 - Primary Entrance/Exit will have two double sliding doors (Airlock) for participant drop offs in rear of the building.
 - Secondary Entrance/Exit will have two double sliding doors (Airlock) for guests and visitors in front of the building facing the Gage Ave.
 - Security systems at all entrances and exits to alert staff
 - Transportation Coordinator's office near the main entrance.
 - Dedicated staff entrance.
 - Dedicated delivery entrance for food delivery and supplies.
 - Enclosed dumpster location.
- Outdoor Area
 - Accessible from the main day/activity rooms.
 - Sitting and walking areas.
 - Safe pathways for walking.
 - Raised garden beds.
 - Enclosed.
- Security
 - Booth for the security guard at rear of the building near entrance/exit doors

First Floor - Interior

- One (1) Receptionist and Waiting Area Near Parking Lots for Participants
 - The reception area should be a spacious open space with a coat closet and sufficient room for wheelchair storage.
 - Receptionist workspace which can oversee the entrance areas and greet participants and visitors/guests.

- Participant main entrance in the rear
 - Visitors/guest main entrance in the front
- Main Day/Activity Room(s)
 - Locate near the main entrance.
 - Natural light.
 - Floor-to-ceiling room for storage.
 - Counter space with sink.
 - Workstations for therapists.
 - Access to enclosed courtyard.
 - Located on the side of building parallel to Darwell Ave
- Dining Room
 - Similar to the day/activity area.
 - Natural light.
 - Access to enclosed courtyard.
- Warming Kitchen
 - Locate near the dining area.
 - Cafeteria-style tray line.
 - Food will be reheated or kept cold at the center.
 - Provide space or item for the following: steam/warming table, double door refrigerator, hand washing sink, stainless steel prep table, pantry, ice machine, microwave, two-compartment sink with drain boards on each side, and a pass-through for staff making up trays and plates.
- Pantry
 - Locate near warming kitchen
 - Storage for kitchen supplies and dinnerware
- Rehabilitation Room (speech, physical and occupational)
 - Locate near main day/activities room and near medical clinic.
 - Private areas for individual exams.
 - ADL training room.
 - Room is large enough for parallel bars, stairs and bike.
 - Cabinet and sink.
- Medical Clinic
 - OSHPD 3 compliant
 - Pharmacy dispensary area
 - Storage room
 - Reception area
 - Waiting room
 - Nurse station area
 - Exam rooms
 - Lab testing area
 - Clean utility room

- Soiled utility room
 - Biowaste room
- Dental Clinic
 - 1st floor
- General Public Pharmacy
- Personal Care Areas
 - Two wheelchair-sized unisex showers are located near but separate from the Toilet areas.
 - Dressing room
- Dementia Room
- Quiet Room
- Laundry
 - Spacious area for heavy-duty washers and dryers.
 - Clean linen room for folding and linen storage.
 - Soiled linen room.
 - Large Housekeeping closet.
 - Residential washer and dryer hookup.
- Restrooms
 - All restrooms must meet ADA regulations.
 - All patient restrooms must have emergency call buttons
 - Each restroom will include a cabinet to house diapers, towels and linens.
- Meeting space, workspaces and other space
 - Conference room with electrical to accommodate all equipment
 - Family meeting room
 - Lounge and restroom for staff. (Staff restroom not located in lounge).
 - Private offices (Medical Director, Center Manager, Social Workers, Nurse Practitioner, Executive Director, Marketing Director, Intake Coordinator, Transportation Coordinator and Administrative Assistant).
- Workstations/cubicles/shared space
 - Data entry, accounting and finance.
 - Home care coordinators.
 - Nutritionist.
 - Pharmacist.
 - Rehabilitative therapists in Rehab Room.
 - Recreational therapists.
 - QI Coordinator

- Storage Rooms
 - General and Emergency Supplies
 - Janitor
- Information Technology (IT) Room

Second Floor – Interior

- Shell-ready condition with completed core infrastructure (Mechanical, Electrical, Plumbing (MEP) and HVAC) sufficient to support and hold the structural framework of the offices and equipment for clinical and administrative space.

Construction and Finishes

- Construction and Finishes
 - Concrete
 - Framing/Drywall/Ceiling/Trim
 - Doors & Frames
 - Flooring/Restroom Tile
 - Painting
 - Electrical
 - Nurse Call, Resident Guard
 - Millwork
 - Lighting
 - Fixtures, hardware, and specialty items such as grab bars, handrails
 - Casework, countertops, and cabinetry
 - Restroom Accessories
 - Landscaping and parking lot construction
 - Final cleanup and occupancy preparation

QUALIFICATIONS

Interested firms and contractors should possess the following qualifications:

1. Experience in building multiple PACE centers
2. Design-Build experience required
3. Knowledge of and compliance with all relevant safety codes and regulations
4. Adequate insurance coverage, including liability and workers' compensation

TIMELINE

- RFP Issued: November 6, 2025
- Pre-bid job walks: November 14, 2025 (10AM – 12PM)
- Bid Submission due by EOD on December 1, 2025

SUBSTANTIAL COMPLETION

The Project is to be completed by **March 1, 2027**

SUBMITTALS

Submittals are to be emailed to both FacilitiesSupport@necc.net and nilza@nilzaserrano.com by 5:00 pm on December 1, 2025.

In order for NECC to evaluate the submittals efficiently, it is important that respondents follow the required format. Submittals that do not conform to the required format may not be evaluated. Late submittals will not be considered.

Each submittal shall be organized in the following order:

- A. Outside Cover
This shall contain the name of the Project (“NECC PACE”), the name of the Respondent, and the submittal date.
- B. Table of Contents
The next page shall be a table of contents.
- C. Transmittal Letter: The first page following the divider shall be a letter transmitting the submittal to NECC. If the respondent is comprised of more than a single entity, the transmittal letter shall contain the names of all proposed participants. At least one copy of the transmittal letter shall contain the original signature of a partner, principal or officer of each entity that comprises the respondent.
- D. Information
This section will contain information regarding each entity that comprises the respondent, specifically the following information:
 - 1. Firm name addresses and telephone numbers of all firm offices.
 - 2. Structure of firm, e.g., sole proprietorship, partnership, corporation, and the size of firm;
 - 3. Years firm has been in business;
 - 4. List of key personnel that would be assigned to the Project and their specific roles, including licensed architect to design the plan
 - 5. Firms experience with senior living projects and healthcare projects.
 - 6. Any License Numbers
 - 7. Certificate of Liability
 - 8. Work Compensation
 - 9. Bond Information
 - 10. List of projects and owner contact information for the past five (5) years.
 - 11. List of references and their contact information
- E. Project Information
 - 1. Quote #1: New Build
 - a. Proposed Square Footage
 - i. Entire facility: 40,000 square feet
 - ii. First Floor: 20,000 square feet for PACE Center

- iii. Second Floor: 20,000 square feet for non-PACE center shell-ready
 - 1. Shell-ready for clinic offices/rooms approximately 1/3 of the space
 - 2. Shell-ready for administrative offices approximately 2/3 of the remaining space
 - 3. Mechanical, Electrical, Plumbing (MEP), HVAC ready and structural readiness
 - b. Detailed and itemized quote for the following:
 - i. Design
 - ii. Permitting and compliance with all local/state/federal regulations
 - iii. Demolition with exception of at least one (1) wall
 - iv. Renovation/construction
 - v. Equipment
 - vi. Materials
 - c. Project start date availability
 - d. Construction timeline
- 2. Quote #2: Renovation
 - a. Entire Facility: 31,350 square feet
 - b. First Floor: 19,350 square feet for PACE center
 - c. Second Floor: 12,000 square feet for non-PACE center shell-ready
 - i. Shell-ready for clinic offices/rooms approximately 50% of the space
 - ii. Shell-ready for administrative offices approximately 50% of space
 - iii. Mechanical, Electrical, Plumbing (MEP), HVAC ready, and structural readiness
 - d. Detailed and itemized quote for the design, renovation/construction, equipment and materials.
 - e. Determination of maximum number of participants and employees for highly efficient programmatic and safe design based on optimization of the space
 - f. Project start date availability
 - g. Construction timeline
- 3. Secure and obtain all necessary permits and approvals from the city

CRITERIA FOR SELECTION

NECC shall use the following criteria to review the proposals that are submitted.

- 1. Construction timeline
- 2. Financial strength
(Is the proposer adequately capitalized)
- 3. Use of local contractors
- 4. Other criteria as deemed appropriate.
- 5.

SELECTION PROCESS

NECC uses gold standard and best practice to secure qualified vendor.

RFP response

- All documents must be submitted by the deadline of December 1st, 2025, end of business day.
Interview with Firm
- NECC may invite firms to be interviewed prior to making the final selection for this Project. If NECC desires to interview your firm, you will receive notification via phone call of the date and time of the interview.
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NECC will use an evaluation team to review all submittals.

ADDITIONAL INSTRUCTIONS, NOTIFICATIONS AND INFORMATION

- Compliance** All contractors must comply with local regulations, licensing, and insurance requirements for the construction design and build.
- No gratuities** Respondents shall not offer any gratuities, favors, or anything of monetary value to any official or employee of NECC for the purpose of influencing this selection. Any attempt by respondents to influence the selection process by any means, other than disclosure of qualifications and credentials through the proper channels, shall be grounds for exclusion from the selection process.
- All information true** Respondent represents and warrants to NECC that all information provided in the response shall be true, correct, and complete. Respondents who provide false, misleading, or incomplete information, whether intentionally or not, in any of the documents presented to NECC for consideration in the selection process may be excluded.
- Interviews** After the initial evaluation of the statements of qualification, respondents will be notified in writing or by telephone of their status in the selection process. Respondents who are short-listed should expect and anticipate subsequent interviews which will most likely focus not only on the respondent's program approach but also on an appraisal of the people who would be directly involved in the Project.
- Inquiries** Please do not contact NECC during the selection process to make inquiries about the progress of this selection process. Respondents will be contacted when it is appropriate to do so.
- Cost of responses** NECC will not be responsible for the costs incurred by individual or firm in the submittal of qualifications or proposals.
- Contract negotiations** This RFP is not to be construed as a contract or as a commitment of any kind. If this RFP results in a contract offer by NECC, the specific scope of work, associated fees, and other contractual matters will be determined by contract. To ensure that appropriate staff is assigned to the Project, NECC intends to make the inclusion of a key person's clause a part of the contract.

- g. **No obligation** NECC reserves the sole right to (1) evaluate the responses submitted; (2) waive any irregularities therein; (3) select candidates for the submittal of more detailed or alternate proposals; (4) accept any submittal or portion of submittal; (5) reject any or all respondents submitting responses, should it be deemed in the NECC's best interest; or (6) cancel the entire process.
- h. **All RFP responses become property of NECC.**
- i. **Change Orders** In the event that a change order is required for additional work beyond the scope of the original estimate, the contracting party shall adhere to NECC's policy. If the proposed change order is anticipated to result in a cost equal to or exceeds \$25,000, then both parties agree to initiate a Request for Proposal (RFP) process for that change order. The RFP process will be used to solicit competitive bids from qualified vendors or subcontractors.

The purpose of this policy is to ensure transparency, competitiveness, and fiscal responsibility in managing project costs. The contracting party will diligently follow the RFP process, consider alternative proposals, and selecting the most advantageous option for the organization.

It is understood that any change order requiring an increase exceeding the aforementioned threshold shall not proceed without the explicit approval of the organization. This policy is an integral part of this contract and is binding upon all parties involved.

Disclaimer:

Every effort has been made to include all relevant information, requirements, and details necessary for the preparation of a responsive proposal. However, the issuing organization acknowledges that certain items may have been inadvertently omitted. Proposers are encouraged to carefully review the RFP in its entirety and notify us promptly of any discrepancies, omissions, or need for clarification.