

D. 9 2-12-13

STATE CAPITOL  
P.O. BOX 942849  
SACRAMENTO, CA 94249-0015  
(916) 319-2015  
FAX (916) 319-2115

DISTRICT OFFICE  
ELIHU HARRIS STATE BUILDING  
1515 CLAY STREET, SUITE 2201  
OAKLAND, CA 94612  
(510) 286-1400  
FAX (510) 286-1406

# Assembly California Legislature



**NANCY SKINNER**  
ASSEMBLYMEMBER, FIFTEENTH DISTRICT

COMMITTEES  
CHAIR, RULES  
BUSINESS, PROFESSIONS AND  
CONSUMER PROTECTION  
NATURAL RESOURCES  
PUBLIC SAFETY  
UTILITIES AND COMMERCE

February 11, 2013

Contra Costa County Board of Supervisors  
651 Pine Street  
Martinez, CA 94553

Dear Contra Costa County Supervisors:

Congratulations on Contra Costa County's recent designation as one of the two sites for a California Health Benefit Exchange Call Center (Center).

As you move forward with identifying the location for the Center, I respectfully request that you select the location that was listed in the original application, Richmond. Contra Costa County, particularly the City of Richmond, was disproportionately affected by the recent economic downturn. While the unemployment rate in the county has dropped to 8.3%, Richmond unfortunately has not caught up with the rest of the county. Richmond's unemployment rate currently lingers at 13.5%, and adjacent San Pablo's is nearly 17%. The creation of over two hundred call center jobs in Richmond provides an opportunity to lessen this inequity and increase economic activity in the part of the county that needs it most. Furthermore, I understand that the State will not pay for any additional costs should the County choose to locate the Center in another location that proves to be more costly than the location listed in the original application.

The Contra Costa County Board of Supervisors has a longstanding commitment to ending inequities in the county. I hope the Board will continue this commitment as it votes for a site to locate the California Health Benefit Exchange Call Center. Please feel free to contact my office if I may be of any assistance with this or any other state matter.

Sincerely,

Nancy Skinner  
Assemblymember, 15th District



## CITY MANAGER'S OFFICE



February 5, 2013

John Gioia  
Contra Costa County Board of Supervisors, District One  
11780 San Pablo Avenue, Suite D  
El Cerrito, CA 94530

Dear Supervisor Gioia:

I understand that a site at 1450 Marina Way South is being considered as the location for a regional call center for the state's new health insurance exchange. Many sites in Contra Costa County would make excellent locations for the proposed call center, and many communities in the County would significantly benefit from the economic boost that would result from the jobs that would exist at the call center. It is because of this that we are particularly grateful that the Richmond site is one of the locations under serious consideration.

As I hope you are aware, Richmond is undergoing what has been described as a renaissance. The City is working hard to build its economy in a way that lowers an unemployment rate that, at any given time, is generally five percentage points higher than the County at large. The jobs generated in the regional call center would be an excellent fit for the workforce skills that exist in Richmond, and the facility would have considerable beneficial impact on our local residents. Moreover, the City has a well-regarded and recognized Employment and Training Department that has the ability and experience to partner with the call center in job training programs. Such programs would help ensure that the call center would generate local employment opportunities for Contra Costa County.

The site at 1450 Marina Way South is an excellent candidate location for the regional call center. It offers an outstanding work environment adjacent to San Francisco Bay with convenient access to the Bay Trail. It is conveniently served by an array of public transit options that includes access to the Richmond or El Cerrito Del Norte BART stations within ten minutes time. The City has also implemented free van shuttle service, with funding from the Bay Area Air Quality Management District, that would connect the regional call center, along with other nearby major employers including the State of California Department of Health Services and Kaiser, also within ten minutes travel time. As yet another transportation option, the San Francisco Bay Trail offers the most picturesque bicycle and pedestrian commute imaginable.

The Contra Costa County Board of Supervisors and its staff have clearly done a significant amount of research as part of the site selection process. While the site's property owner is in a better position to set forth the advantages inherent in this particular facility, it is important to stress, that the City of Richmond would do everything in its power to ensure that tenant improvements, and other related site improvements, are permitted, and, as a result, completed, within necessary occupancy deadlines.

Thank you for taking the time to consider these thoughts, and thank you for your favorable consideration of 1450 Marina Way South in Richmond as the regional call center for the state's new health insurance exchange.

Sincerely,

Bill Lindsay  
City Manager

cc: David Silva, County Public Works Department, via email: [dsilv@pw.cccounty.us](mailto:dsilv@pw.cccounty.us)

To: District3

Subject: California Health Benefit Exchange Call Center

Supervisor Piepho,

First I want to thank you for expressing your concern regarding the healthcare insurance call center's predetermined destination of Richmond. Your statement that all cities in Contra Costa needs jobs is true and a legitimate concern for all of us. There should be discussions before a destination is officially finalized. I'm sure you have heard from many city leaders who are questioning county staff's decision to bring the call center to Richmond without any input from the other cities and more so from east county.

I truly believe Antioch is a viable location with facilities capable of accommodating a smooth start up. Also many of the 200 or so employees who are projected to work at this center will reside in the east county which of course would reduce commuter congestion on our highway.

Even though I'm lobbying for our city, I do want to ask you to continue to express your opinion to bring the call center to east county, whether its Antioch, Brentwood or any other city in our side of the county. We can't let this go without voicing our concerns first.

Again, I do appreciate your efforts on this matter and your willingness to defend our side of the county.

Sincerely,

Tony Tiscareno  
Council member  
City of Antioch  
925-234-3639

From: Monica Wilson <wilsonme@gmail.com>  
Subject: State Insurance Call Center  
Date: January 30, 2013 4:10:05 PM PST  
To: Karen Basting <Karen.Basting@bos.cccounty.us>

Good Afternoon Karen,

I hope you are doing well. It was great meeting you at Senator DeSaulnier's open house and then seeing you at the Contra Costa Council event last Friday evening. I am writing to you today because I just read the article in the Times about the state insurance call center coming to Contra Costa. I agree with Supervisor Piepho that the call center should be located in East Contra Costa and wanted to know how I can help or lend my voice on the issue. If I can help in anyway please let me know.

Monica Wilson  
Antioch City Council  
[mwilson@ci.antioch.ca.us](mailto:mwilson@ci.antioch.ca.us)

-----Original Message-----

From: Tiscareno, Tony  
[mailto:[ttiscareno@ci.antioch.ca.us](mailto:ttiscareno@ci.antioch.ca.us)]  
Sent: Thursday, January 31, 2013 2:13 PM

CITY MANAGER'S OFFICE



January 30, 2013

Mary Nejedly Piepho, Supervisor District III  
Contra Costa County Board of Supervisors  
3361 Walnut Blvd., Ste. 140  
Brentwood, CA 94513

Dear Supervisor Piepho:

On behalf of the City of Antioch, I'd like to thank you for taking a leadership role in seeking an equal opportunity for East Contra Costa County to become home to the regional State Health Insurance Exchange call center. As you are well aware, like our fellow Contra Costans to the west, East Contra Costa County's 250,000+ residents have also been negatively affected by the Great Recession, and we as a region are seeking steady employment opportunities such as the call center jobs the State of California is bringing to Contra Costa County.

In fact, the City of Antioch is currently home to three call centers, including a Medi-Cal call center – which the state representatives toured – as well as a Wells Fargo online customer service call center and a call center for Bay Area Credit Service, a company which has laid off the majority of its workforce over the past two-to-three years. Needless to say, there are obvious benefits to locating the call center in East County as the region already has a cadre of workers trained and skilled for this type of employment, especially those who've been unable to find employment since being laid off.

Furthermore, with Highway 4's perennial ranking as one of the worst commutes in all of California, bringing 200 jobs to the region would immediately result in fewer cars on Highway 4, less pollution and an improved quality-of-life for East County residents beleaguered by years of commuting westward to where the vast majority of employment opportunities have traditionally been located.

With this in mind, we look forward to partnering with you as you explore the possibility of locating the State Health Insurance Exchange call center in East Contra Costa County.

Sincerely,

Jim Jakel, City Manager  
City of Antioch

Cc: Supervisor Gioia  
Supervisor Andersen  
Supervisor Mitchoff  
Supervisor Glover

## **Dorothy Sansoe**

---

**Subject:**

FW: article Call Center

On Jan 30, 2013, at 10:56 AM, Jakel, Jim wrote:

Karen- Just FYI from one of my staff related to the Call Center in Richmond.

In looking at the latest unemployment numbers (from 1/18/2013), there is one city (San Pablo) and six CDPs (Census Designated Places) that have a higher unemployment rate than Richmond (13.3%); Bay Point is among those six CDPs, and the City of Pittsburg is just 0.2% behind Richmond at 13.1%. Antioch's rate is currently 9.3%.

Brian Nunnally  
Economic Development Analyst  
Third and "H" Street  
Antioch, CA 94509  
925.779.6168 office  
925.779.7003 fax  
[bnunnally@ci.antioch.ca.us](mailto:bnunnally@ci.antioch.ca.us)

**Antioch City Hall Hours: Monday to Thursday, 8:00 AM - 5:00 PM**

---

**From:** Wehrmeister, Tina  
**Sent:** Wednesday, January 30, 2013 10:21 AM  
**To:** Fitzer, Michelle; Nunnally, Brian  
**Cc:** Jakel, Jim  
**Subject:** article

[http://www.contracostatimes.com/breaking-news/ci\\_22477161/contra-costa-supervisor-questions-richmond-site-choice-new](http://www.contracostatimes.com/breaking-news/ci_22477161/contra-costa-supervisor-questions-richmond-site-choice-new)

Tina Wehrmeister  
Community Development & Recreation Director  
925-779-7038 Direct  
925-779-7035 Department  
[twehrmeister@ci.antioch.ca.us](mailto:twehrmeister@ci.antioch.ca.us)

**City offices are closed every Friday. The Community Development Department has the following operating hours:**

**8:00am – 11:30am:** Full service counter hours  
**1:00pm – 5:00pm:** By appointment only

**Dorothy Sansoe**

---

**To:** Karen Basting  
**Subject:** RE: call center/ antioch

---

**From:** Mr karl dietzel  
**Sent:** Friday, February 01, 2013 11:30 AM  
**To:** District3  
**Subject:** call center/ antioch

hello mary,

i am a resident of antioch, and learned that you favor having that call center in antioch.

please push for that to happens. we desperately need the jobs, the tax, and recognition.

thank you

karl dietzel

2203 dogwood way  
antioch, ca 94509



POLICE DEPARTMENT

OFFICE OF THE CHIEF OF POLICE



February 8, 2013

Board of Supervisors  
Contra Costa County  
651 Pine Street Room 107  
Martinez, CA. 94553

Greeting Supervisors,

I am pleased to learn that the California Health Benefit Exchange recently awarded a contract to Contra Costa County to host a regional call center for the state's new health insurance exchange in Richmond. The proposed site in the Marina Bay neighborhood is a great location along the Bay Trail, overlooking San Francisco Bay.

Marina Bay is a neighborhood nestled between Interstate 580 and a significant portion of Richmond's 32 mile shoreline. It boasts breathtaking views of the Bay Bridge and downtown San Francisco. This locality has experienced continuous development and expansion over the last 20 years, with a mix of single family homes, condominium developments, commercial business parks, restaurants, and shops. Among an assortment of many other tenants, Marina Bay is home to two yacht clubs, the State of California Labs, Kaiser Permanente Laboratory & Training Center, several Contra Costa County agencies, The University of California Berkeley Field Station, the Historic Ford Building, the Richmond Police Department Headquarters — and it is also future home of the Lawrence Berkeley National Laboratory.

Richmond's geography covers a far-reaching 56 square mile area encompassing diverse neighborhoods, each with its own unique characteristics and identity. There are thirty-nine organized and active neighborhood councils that facilitate police and community partnerships which enhance safety and security citywide for residents, merchants, and visitors. Richmond is often unfairly and mistakenly labeled as being a dangerous city because of some of the more newsworthy serious crime issues that have persisted in a few isolated pockets of a couple of neighborhoods.

Marina Bay is no such neighborhood. Part 1 crime supports Marina Bay's longstanding reputation as a safe, low crime area. There were 64 Part 1 offenses reported during all of calendar year 2012: 53 crimes of theft of property; six residential break-ins; one commercial burglary; and four persons crimes that includes three assaults and one robbery. Compared against 2012 Part 1 crime data, this represents about 1% of offenses reported for the entire city.

We are happy to welcome the California Health Benefit Exchange to Richmond and we look forward to partnering with staff in order to enhance their feelings of safety and security. Please let us know how we can be of further assistance.

Sincerely,



Chris Magnus  
Chief of Police

## Dorothy Sansoe

---

**Subject:** FW: [FWD: February 12, 2013 Board Meeting. Agenda Item D.3. Health Benefit Exchange Call Center]

**From:** Richard Poe  
**Sent:** Tuesday, February 12, 2013 7:38 AM  
**To:** Dick Awenius  
**Subject:** Fw: [FWD: February 12, 2013 Board Meeting. Agenda Item D.3. Health Benefit Exchange Call Center]

----- Original Message -----

Subject: February 12, 2013 Board Meeting. Agenda Item D.3. Health Benefit Exchange Call Center  
From: Richard Poe <[poeinfl@yahoo.com](mailto:poeinfl@yahoo.com)>  
Date: Tue, February 12, 2013 6:56 am  
To: "david.TWA@cao.cccounty.us" <[david.TWA@cao.cccounty.us](mailto:david.TWA@cao.cccounty.us)>  
Cc: "Mr. Bill Lindsay" <[bill\\_lindsay@ci.richmond.ca.us](mailto:bill_lindsay@ci.richmond.ca.us)>, Mike Bank <[mbank@novoconstruction.com](mailto:mbank@novoconstruction.com)>, mark <[mthieme@mtarc.com](mailto:mthieme@mtarc.com)>, "rpoe@virtualdevelopmentcorporation.com" <[rpoe@virtualdevelopmentcorporation.com](mailto:rpoe@virtualdevelopmentcorporation.com)>, "rgarcia@virtualdevelopmentcorporation.com" <[rgarcia@virtualdevelopmentcorporation.com](mailto:rgarcia@virtualdevelopmentcorporation.com)>, Paul sannella <[paul@virtualdevelopmentcorporation.com](mailto:paul@virtualdevelopmentcorporation.com)>

Dave,

We feel the staff did an excellent job in reviewing all proposed sites. As low bidder , Representatives of our firm , myself included , and the construction firm Novo construction , as well as the city manager of Richmond will be in attendance to discuss and answer any questions Board Members may have regarding the lowest bid. As your keenly aware , our bid included completed tenant improvements excluding the cubical system. We provided you yesterday a bid to complete the cubical system , \$180,000 , and would agree to lease the cubical to the county. , under favorable terms.

If the board votes to further study all bids submitted as part of the RFP , were happy to hold our bid for the two weeks until the award of the contract . We received notice that 2500 Bates in Concord submitted a new lower bid (outside of the RFP ) which expires tomorrow.

If you have any questions regarding this information please do not hesitate to contact me directly at 415-686-2191.

Richard R Poe

February 11, 2013

Mr. David L. Silva  
Senior Real Property Agent  
and  
Mr. Dick Awenius  
Real Estate Manager  
**Contra Costa County**  
255 Glacier Drive  
Martinez, CA 94553

RE: 2500 Bates, Concord, California

Dear Dave and Dick:

We are in receipt of the staff report and it appears that two (2) facilities are potentially top consideration. They are 1450 Marina Way, Richmond and 2500 Bates Avenue, Concord.

The focus of this letter is to compare these facilities relative to your report to the supervisor's dated February 6, 2013.

**Proposal Modification:**

Attached is a revised proposal for 2500 Bates Avenue. Lessor is unable to physically demise the Premises. However, Lessor is hereby proposing to lease to Contra Costa County only the space that the County occupies. The terms and conditions from our prior proposal are otherwise unchanged. Until the matrix was released, we were not aware that the preferred size was  $\pm 24,000$  sf. Using 24,000 square feet as the size of the revised Premises, the County's total costs as outlined on your February 6, 2013 matrix is now **\$1,717,546. Based on your matrix, we are now the low cost and high amenity option.**

The following are areas where we think the matrix needs to be better explained or quantified:

**1. Parking:**

We have reviewed marketing materials and have visited 1450 Marina Way. The onsite parking is 4/1000 and Chevron occupies  $\pm 47,000$  and likely has parking rights to 50% of the total parking or 193 stalls.  $\pm 23,000$  square feet at 8.4/1000 equals to  $\pm 193$  stalls or all the parking possible on site. What happens when the

last ±23,665 square feet is leased? 2500 Bates is a unique facility with 9/1000 parking available on site.

## 2. Tenant Improvements:

Your report has about \$500,000 allocated for TI's and furniture at 2500 Bates Avenue, and then it also states that we are likely turn-key. Comcast and its predecessors have spent ±\$6,000,000 or \$160/psf at 2500 Bates Avenue and the County gets all of the call center upgrades at no additional cost. The Richmond facility is not a conventional call center, but has a zero Tenant Improvement line item on your matrix and a \$12.80/psf allowance.

Your matrix is essentially saying that for \$12.80, you are all set. A couple of features to consider:

	2500 Bates Ave.	1450 Marina Way
a) 100% raised floor for easy access for data/cabling	Yes	No
b) 12' ceiling so the occupancy density is not overwhelming to employees	Yes	?
c) Sound Attenuation System – white noise so callers can't hear other calls. (being required in some facilities that have to meet HIPAA Standards)	Yes	?
d) HVAC, build-to-heat load for 400 workstations and 400-500 employees	Yes	?
e) Back-up generator for all operation and UPS System	Yes	No (per matrix)
f) Restroom for 10/1000 occupancy	Yes	?
g) Fully-wired and integrated server room	Yes	?
h) All wiring in place	Yes	?

(CAT 5)

There are more questions than answers in this section because the matrix did not cover the items that are important for a call center.

Carpet and paint generally cost  $\pm \$8.00/\text{psf}$  alone. A \$12.80 allowance at any of the alternate buildings might not cover any single item (a-h).

**3. Power:**

Bates has 1,400@277/480 volts separately metered and dedicated to the space. A call center requires far more power than standard offices. Do the alternatives have enough power? If required, a new PG&E transformer/service upgrade could take six (6) months or longer and will not be inexpensive.

**4. Furniture:**

2500 Bates Avenue is all set. The \$520,000 allowance (for Richmond) for new furniture bought and installed only provides about \$2,500 per unit.

**5. Cabling Data:**

Unless the alternate facilities are already set for a 200 person call center, this is a potential large cost. Again, 2500 Bates Avenue is all set on this item.

**6. HIPAA Guidelines:**

Premises should to be secured and self-contained. Any shared common areas or access points could be a problem.

**7. Load Factor:**

Can be as much as 15% added to the rentable square footage for a multi-tenant office building. 2500 Bates Avenue has no load.

**8. Access to Labor:**

2500 Bates Avenue is on Highway 4....equidistant between the high unemployment areas in East and West Counties. The commute time from Antioch or Richmond (reverse commute) is only about 20 minutes. It will be far more difficult for an Antioch resident to commute to Richmond and vice versa than for all commuters to get to 2500 Bates Avenue. All points; East, West and

Central County have easy access to 2500 Bates. BART is  $\pm 1.47$  miles away and bus service is available at the site.

Dave and Dick, thank you for your efforts. After considering the foregoing, it seems only one (1) site has the infrastructure and amenities to fill this healthcare call center requirement. We look forward to working with you to complete this transaction.

Sincerely,



S. Brooks Pedder, SIOR  
Managing Partner  
CA License #00902154

c: Tony Binswanger – Colliers International  
Joe Garaventa – Garaventa Properties

1850 Mt. Diablo Blvd., Suite 200  
Walnut Creek, CA 94596  
www.colliers.com

MAIN +1 925 279 0120  
FAX +1 925 279 0450



February 11, 2013

David L. Silva  
Senior Real Property Agent  
and  
Dick Awenius  
Real Estate Manager  
Contra Costa County  
255 Glacier Drive  
Martinez, CA 94553-4825

**Re: Revised Lease Proposal  
2500 Bates  
Concord, CA**

Dear Dave and Dick,

On behalf of 88/12, A California limited partnership; we are pleased to submit the following lease proposal for the above referenced Property.

**Lessor:**

88/12, A California limited partnership dba Garaventa Properties

**Lessee:**

County of Contra Costa

**Use:**

Call center, administrative office, training and related uses.

**Premises:**

**The Premises shall be approximately ±24,000 – ±37,204 rentable square feet at the northeast corner of the ±111,020 square foot single story office building. Lessee shall lease whatever portions of the Premises it uses and leased space occupied does not have to be contiguous. Lessee may modify the premises as necessary with thirty (30) day's prior written notice to Lessor. Comcast occupies the balance of the building and was the prior occupant of this call center. Exact premises shall be determined (per BOMA standards) prior to mutual execution of a lease agreement. The Premises shall conform to all current city, county, and state building codes, laws and regulations. There is no load factor. Premises shall include all workstations, cabling, monitors and furniture as installed.**

David L. Silva  
County of Contra Costa  
February 11, 2013  
Page 2 of 5

**Rate:**

\$1.68 per square foot, per month / Full Service, net of utilities (PG&E for electricity and gas) with three percent (3%) annual bumps. Rent to include NNN rent, common area maintenance costs (to be defined in Lease), and janitorial costs.

**Term:**

Thirty-Eight (38) months.

**Lease and Rent Commencement:**

Occupancy to commence on or about April 1, 2013. Rent to commence sixty (60) days thereafter.

**Option to Renew:**

With one hundred-eighty (180) days prior written notice, Lessee shall have the right to renew the lease for one (1) additional and consecutive period of three (3) years. If the Option to Renew is exercised, the Base Rent shall be at the then current rent increased by three percent (3%). The rent shall be increased by three percent (3%) annually thereafter.

**Type of Lease:**

Full Service Lease net of PG&E costs for separately metered gas and electricity. Full Service Rent to include the following costs for the primary lease term:

- 1) NNN Rent;
- 2) Lessee's pro rata share of Property tax, property insurance and common area maintenance costs; and
- 3) Lessee's Janitorial costs.

**Hours of Operation:**

Twenty four (24) hours per day.

**Security Deposit:**

None

**Parking:**

Pro-rata share;  $\pm 9/1000$  RSF.

**Tenant Improvement Allowance:**

The Premises is in excellent and likely turn-key condition for Lessee's intended use. Lessor shall clean carpets and paint all walls.

**Space Planning Services:**

Lessor shall be solely responsible for all costs and expenses associated with the space planning and engineering of the Premises.

**Early Occupancy:**



Upon Lease execution.

**Signage:**

Subject to Lessor's reasonable approval, Lessee shall be allowed to install Building signage visible from lobby and suites.

**Assignment and Subletting:**

Lessee requires the right to sublet, assign, or transfer all or any portion of the Premises after having received Lessor's prior written approval, which shall not be unreasonably withheld.

**Repairs and Maintenance:**

During the Term and any extensions thereof, Lessor at its sole cost and expense, shall be responsible for maintaining the roof, including membrane, building structure, floor slab, exterior walls and any capital improvements to the building (including parking lot replacement).

**Non-Binding:**

Please be advised that this Proposal is not intended as, and does not constitute, a binding agreement by any party, nor an agreement by any party to enter into a binding agreement, but is merely intended to specify some of the proposed terms and conditions of the transaction contemplated herein. Neither party may claim any legal rights against the other by reason of the signing of the letter or by taking any action in reliance thereon. Furthermore, this proposal is contingent upon Landlord's review and approval of financial statements. Each party hereto fully understands that no party shall have any legal obligations to the other, or with respect to the proposed transaction, unless and until all of the terms and conditions of the proposed transaction have been negotiated, agreed to by all parties and set forth in a definitive agreement which has been signed and delivered by all parties. The only legal obligations, which any party shall have, shall be those contained in such signed and delivered definitive agreement referred to above. This Proposal does not constitute a contract to negotiate and either party may terminate negotiations at any time and for any reason prior to the execution of a definitive agreement.

**Expiration:**

This Proposal shall expire unless accepted prior to 5:00 PM Pacific Standard Time, Friday, February 13, 2013.

I look forward to your prompt response.

Sincerely,

**COLLIERS INTERNATIONAL**



David L. Silva  
County of Contra Costa  
February 11, 2013  
Page 4 of 5

Brooks Pedder, SIOR  
Managing Partner

Tony Binswanger  
Vice President

cc: Joe Garaventa, Garaventa Properties  
Bob Hammons, Garaventa Properties

EXHIBIT A



