

PROCUREMENT APPEALS

JONES AND GUERRERO CO., INC., dba
J&G CONSTRUCTION,

IN THE APPEAL OF,

Appellant.

APPEAL NO: OPA-PA-07-005

FINDINGS AND RECOMMENDATIONS OF HEARING OFFICER

I. INTRODUCTION

These are the Findings and Recommendations of the Hearing Officer, CHARLES D. STAKE, ESQ., on an appeal filed on June 21, 2007, by Jones and Guerrero Co. Inc., dba J&G Construction (Hereafter "J&G") regarding the Guam Memorial Hospital Authority's (Hereafter "GMHA") denial of J&G's bid protest concerning an Invitation for Bid for a warehouse extension project. Pre-hearing conferences were held on January16, 2007, and February 25, 2008. The parties waived a formal hearing and requested a decision on the record. John Thos. Brown, Esq. J&G general counsel represented J&G. Aaron R. Jackson, Esq., of Mair, Mair, Spade & Thompson, P.C., represented GMHA. Hearing Officer Stake was assigned this appeal on November 21, 2008.

The Hearing Officer recommends the Public Auditor hold, under applicable Guam procurement laws and regulations, that GMHA improperly rejected J&G's bid on the basis of responsiveness. The information omitted by J&G properly pertained to the issue of responsibility. The case is remanded to GMHA for a determination of either responsibility or non-responsibility and further appropriate agency disposition.

б

.11

II. FINDINGS OF FACT

These findings are based on the Procurement Record, all documents submitted by the parties in the appeal, as well as all testimony and arguments presented at the January 16, and February 25, 2008, Pre-Hearings in this matter. The parties waived a formal Hearing and requested a decision on the record at the February 25, 2008, Pre-Hearing.

- 1. GMHA issued Invitation for Bid No. GMHA 005-2007 for competitive sealed bids for construction services for the GMHA Warehouse Extension Project on February 1, 2007. J&G responded and submitted a timely bid for the project. All the sealed bids were opened by GMHA on March 21, 2007. J&G was the low bidder.
- 2. The General Terms and Conditions of the Sealed Bid Solicitation and Award item number 11 provided a bid bond requirement in pertinent part as follows:

BID BOND REQUIREMENT: Bidder is required to submit a Bid Guarantee Bond or standby irrevocable Letter of Credit or Certified Check or Cashiers Check in the same bid envelope to be held by the Government pending award.

The timely submitted J&G bid included a cashiers check dated March 21, 2007, number 3808454 drawn on Bank of Hawaii issued by their Hagatna branch providing "pay to the order of Guam Memorial Hospital Authority \$126,424.00." There was a notation on the bottom left front of the check stating warehouse extension project: No: GMHA 005-2007. There was a notation on the bottom left front of the check stating "warehouse extension project: No: GMHA 005-2007".

3. The GMHA bid package, which was provided to all prospective bidders for the warehouse project, contained a warning document entitled Special Reminder to Prospective Bidders which all bidders had to read and sign. The Special Reminder listed a series of seven essential items as "requirements of the bid" which must be completed and "submitted in the bid"

envelope at the date and time for bid opening", and that "failure to comply with the requirements will mean disqualification and rejection of the bid." One of those listed seven essential items was the Bidders Qualification Statement. The Special Reminder is set out below.

	850 Gov. Carlos Camacho Rd., Oka Tamuning, Guam 96913
. 1	SPECIAL REMINDER TO PROSPECTIVE BIDDERS:
	Bidders are reminded to read the instructions to Bidders and the General Conditions attached to the Bid Invitation to ascertain that all the following requirements of the bid are submitted in the bid envelope at the date and time for bid opening.
;]	1. Bid Proposal.
	2. Bid bond in the form cashier's check or Surety Bond. Surety Bond, to be valid, must be accompanied by:
[i] ·.	Current certificate of authority issued by the Insurance Commissioner.
[]	b. Power of Attorney issued by the Surety to the Resident General Agent
	 Power of Attorney issued by two (2) major officers of the surety to whoever is signing on their behalf.
	3. Non-Collusion Affidavit.
11	4. Bidders Qualifications Statement
	5. Listing of Subcontractors
	6. Major Shareholders Disclosure Affidavit.
	7. Competency of Bidder (See Contractor's Qualification Statement)
7	This reminder must be signed and returned in the bid envelope together with the bid. Fallure to comply with the requirements will mean disquallfication and rejection of the bid.
	lauthorized representative of
11.	,
i i	acknowledge receipt of this special reminder to
	prospective bidders together with Bid Invitation / Number GMHA 005-2007
<u> </u>	this day of, 20 and that I have read and understand its Intent
1	and implications,
: }	BIDDER REPRESENTATIVE'S SIGNATURE
7:	Special Reminder to Prospective Bidders: Warehouse Extension Project
	GMHA 005-2007 Page: 1 votation EXHIBIT C

`,	
	3. President's name: Kenneth T. Jones Jr.
	4. Vice-President's name(s): Noli C. Cadag
	5. Secretary's name:
	6. I reasurer's name:
	E. If your organization is a partnership, answer the following:
	Date of organization:
•	Type of partnership (if applicable):
	Name(s) of general partner;
•	F. If your organization is individually owned, answer the following:
,	Date of organization:
	2. Name of owner:
<u>.</u> ,	 If the form of your organization is other than those listed above, describe it and name the principal:
	and hame the principal:
	G. Provide a list of equipment available to your organization to execute the
	project/work (attach to this Contractor's Qualification Statement). Forklift. Dimp Track
	H. Provide a resume of your organization supervisory personnel and their areas of performance (attach to this Contractor's Qualification Statement).
	II. LICENSING
	A. List jurisdictions and trade categories in which your organization is legally
	qualified to do business, and indicate registration or license numbers, if applicable.
	General . Building : Construction
,	Guam Contractors lic. # 4575
1	Contractor's Qualification Statement Warehouse Extension Project
	GMHA 005-2007 Page 2 of 5::-:
	•

2	
3	B. List jurisdictions in which your organizations and
4	B. List jurisdictions in which your organization's partnership or trade name is filed.
5	
6	
7	C. Provide copy of your organization's current and appropriate Government of Guam contractor's license.
8	III. EXPERIENCE
9	A. List the categories of work that your organization normally performs with its own forces.
10	
11	
12	B. Claims (e.g. liquidated damages), Suits and Records of Default. (If the answer to any of the questions below is yes, please attach details.)
13	1. Has your organization ever failed to complete any work awarded to it within the
14	If yes, is your organization currently links
15	in the completion of the last two (2) works contracted by the Government of
16	Please provide any records of defaults incurred during the last five (5) years.
17	Are there any other judgements, claims, arbitration proceedings or suits pending or outstanding against your organization or its officers? <u>No</u>
18	3. Has your organization filed any lawsuits or requested arbitration with regard to construction contracts within the last five years? No
19	C. Within the last five years has any officer and the
20	construction contract? (If the answer is yes, please attach details.)
21	D. On a separate sheet, list major construction projects your organization has in progress, giving the name of project, owner, architect, contract amount, percent
22	complete and scheduled completion date Contractor's Qualification Statement Warehouse Extension Project
23	GMHA 005-2007 Page 3 of 6
24	
25	

1

State total worth of work in progress and under contract. E. On a separate sheet, list major projects of similar complexity to this bid solicitation that your organization has completed in the past five years, giving the name of projects, owner, architect, contract amount, date of completion and percentage of the cost of the work performed with you own forces. State average annual amount of construction work performed during the past five F. On a separate sheet, list the construction experience and present commitments of the key individuals of your organization. IV. REFERENCES Benson Guam Ent. A. Trade References: P. O. Box 6157 Tamuning, Guam 96931 Bank of Hawaii B. Bank References: 123 West Soledad Avenue Hagatna, Guam -96932 Name of bonding company 2. Name and address of agent: D. Provide references of projects completed with in the last five (5) years that would reflect good owner-contractor relationships. Contractor's Qualification Statement Warehouse Extension Project GMHA 005-2007 Page 4 of 6

27

28

B. Will the organization, whose financial statement is affacined as guarantor of the construction contract? Yes
VI. SIGNATURE
Dated at
By: Noli C Cadag
Title: Exec. Vice President being duly sworn deposed and says that the information provided herein is true and sufficiently complete so as not to be misleading.
Subscribed and sworn before me this 2/54 day of Mud 20 07.
Notary Public: Link R. Afaire
My Commission Expires: 47 2008 UNDAR, AFAISEN Notary Public In and for Guorn, U.S.A. My Commission Expires Apr 7, 2008
124 N Molipota GI Dededo GU 95929
og ggaración in a company de la company de l
) Generactor's Qualification Statement Westerouse Extension Project GMHA 005-2007 Page 6 of 6

25

26

27

28

5. In a Bid Status Notice dated May 1, 2007, GMHA informed J&G that its bid had been rejected on the basis that it was "non-responsive". J&G responded to GMHA on May 4, 2007, with a notice of protest and request for explanation. On May 7, 2007, the Supply Management Administrator for GMHA informed J&G that the protest letter had been received and that GMHA will make no award of the contract until the protest has been settled.

6. In a June 11, 2007, letter the GMHA Administrator responded to the J&G protest letter and rejected the protest explaining that the J&G bid was rejected for failing to "complete portions of the [Bidders Qualification] Statement and also failed to submit a detailed listing of availability of personnel and technical equipment to perform the required services," while all other prospective bidders met the requirements. In more detail, a May 9, 2007, memorandum (Hereafter GMHA Memo) from the GMHA Hospital Facilities Maintenance Manager to the GMHA Supply Management Administrator stated that the "failure by the Contractor to complete the required Bidders Qualification Statement is considered significant in determining the most responsive and responsible bidding practices. And in this case the prospective contractor failed to display his/ her company as a responsive and responsible bidder." The GMHA Memo included an attachment listing what it considered critical areas omitted in the Bidders Qualification Statement. The following objections were cited: secretary and treasurers names were left blank; the list of equipment included forklift and dump truck only and "failed to attach a detailed listing of equipment available to execute the project/work."; the response to request for resume of organization's supervisory personnel and their areas of performance was considered incomplete and "not a resume"; the list of jurisdictions in which organization's partnership or trade name is filed was left blank; categories of work that the organization normally performs with its own forces was left blank; name of bonding company and address of agent were left blank. The

GMHA Memo also cited a bid package attachment entitled, "Evaluation Factors for Determination of Qualified Bidders" citing two standards GMHA felt J&G failed to meet in its bid. The two standards were labeled Item 1 and Item 4.

Item 1. The bidder has sufficient experience and he is fully prepared with necessary capital, machinery and skilled workmen and supervision staff to carry out the contract satisfactorily.

Here GMHA found, "Contractor failed to identify machinery other than a dump truck and forklift and further failed to identify skilled workmen and supervision staff to carry out the contract satisfactorily."

Item 4. The bidder submitted resumes for the local office representative, the proposed project manager, as well as the field superintendent and the resumes reflect sufficient experience in projects of this nature and/or other projects of similar complexity.

Here GMHA found, "Contractor failed to submit resumes for local office representatives, the proposed project manager as well as the field superintendent reflecting sufficient experience in projects of this nature and/or other projects of similar complexity. Instead, the contractor submitted a one-page document with a J&G Construction letterhead addressed 'To whom it may concern' from Samuel Cunanan referencing 'Request for additional information for my updated listing of employment, name of employers, addresses, period of employment, and occupation for each employer.' This is not a resume and the document does not detail projects of similar complexity."

III. ANALYSIS

The OPA is presented with an issue of first impression before this forum: responsiveness

versus responsibility. In order to arrive at a resolution of this issue we refer to legal scholars, procurement law texts authored by law professors, general procurement law principles, and Guam procurement law and regulations.

Appellant J&G asserts that the appropriate issue before OPA involves responsibility; that the subject matter of the information which it omitted in its bid pertained to responsibility not responsiveness; and that GMHA was required to make a responsibility or non-responsibility determination rather than rejecting its bid on the basis of responsiveness. GMHA contends that J&G's failure to provide certain information was an issue of responsiveness and was correctly decided on that basis. GMHA notes that the instructions contained in the IFB required the omitted information be submitted with the bid, so it would be unfair to the other bidders to allow J&G to submit the information after the bid opening date.

It is well settled that under basic procurement law principles, case law, the Guam Procurement Law and the Guam Administrative Regulations implementing Guam's Procurement Law that the lowest responsive and responsible bidder must be awarded the contract. 5 G.C.A. 5211[g]; 2 G.A.R. DIV 4 Chap. 3 Section 3109[n]; GMHA Procurement Rules and Regulations Section 3-202.14.1. GMHA rejected the low bidder J&G's bid as "non-responsive" basing their decision on appellant's failure to submit a fully completed Bidders Qualification Statement with its bid on March 21,2007, the sealed bid due date. GMHA contends the omitted information properly resulted in a non-responsive determination and cites the Special Reminder warning statement that failure to submit all required items in the bid envelope at the date and time of bid opening will result in disqualification and bid rejection. Appellant asserts the content of the omitted information dealt only with responsibility and therefore the omission could not result in bid rejection based on non-responsiveness. J&G argues the IFB warning statement could not

convert responsiveness material to responsibility material. Therefore GMHA was required to make a determination of responsibility or non-responsibility based on the criteria set out in Guam procurement law and regulations.

The instant case hinges on the appropriate definition and interpretation of responsive and responsible and the legal distinction between these two terms of art. It is essential to ascertain whether a nonconforming bid involves the responsiveness of the bid or the responsibility of the bidder. Law professors Cibinic and Nash treat the key issue in the instant case in pertinent detail in Formation of Government Contracts, Third Edition, Responsiveness versus Responsibility, at pages 545-546 as follows:

It is critical to determine whether a nonconformity deals with the responsiveness of a bid or the responsibility of a bidder. Responsiveness, an area in which the contracting officer has limited discretion, deals with the question of whether the contractor has promised to do exactly what the Government has requested. Responsibility, however, involves the question of whether the contractor can or will perform as it has promised, and the contracting officer is accorded a great deal of discretion. Questions of responsiveness are determined only on the basis of information submitted with the bid on the facts available at the time of bid opening. Conversely, responsibility determinations are made on the basis of all information that may be submitted or available up to the time of award. These concepts are often confused, particularly when the IFB contains specific requirements concerning bidders' responsibility characteristics such as the requirement for submission of information relating to responsibility. As a general rule, matters that deal with bidder responsibility cannot be converted into matters

of responsiveness merely by inserting a provision in into the IFB requiring rejection of bids that do not comply.

Guam procurement law statutes and administrative regulations also follow the above indicated distinctions between responsiveness and responsibility. These distinctions occur as to; [1] the definition of the two terms of art; [2] the time frame for making a responsibility determination as opposed to a responsiveness decision; and [3] the different subject matter which properly comprises a responsibility decision as opposed to the appropriate subject matter of a responsiveness determination. In essence, responsiveness goes to whether a potential contractor promises to perform the contract and is determined at bid opening from the information provided in the bid documents alone. However, responsibility goes to whether a potential contractor is able to perform and is determined before award from information accessed prior to award. A finding of non-responsibility requires a written determination stating the reasons for the decision which must be promptly provided to the bidder.

A. Definitions Distinguishing Responsiveness and Responsibility.

The Guam Code at 5 G.C.A. 5201[f] defines responsible bidder as, "a person who has the capability in all respects to perform fully the contract requirements, and the integrity and reliability which will assure good faith performance." In contrast a responsive bidder is defined at 5 G.C.A. 5201 [g] as, "a person who has submitted a bid which conforms in all material respects to the Invitation for Bids." Guam Administrative Regulations simply parallel the Guam Code and provide similar distinctions. Guam Procurement Regulations, 2003, 2 G.A.R. DIV 4 Chap. 1 Sections 1106.27 and 1106.28; GMHA Procurement Rules and Regulations, 1990, 3-202.14.2.

.

B. Distinction Between Time Frames Applicable to Responsiveness and Responsibility Determinations.

1. Responsiveness Is Determined at Bid Opening

The responsiveness issue is determined only on the basis of information submitted with the bid and facts available at the time of bid opening and is determined at the bid opening date. 5 G.C.A. 5201[g]; 2 G.A.R. DIV 4 Chap. 2 Section 3109[n][1] provides, "The Invitation for Bids shall set forth the requirements and criteria which will be used to determine the lowest responsive bidder. No bid shall be evaluated for any requirement or criterion that is not disclosed in the Invitation for Bids." Thus, the agency decision to be made at the bid opening date deadline is straightforward: the bid submitted is either conforming or non-conforming. The information submitted by a bidder/offeror as its response to the Invitation for Bid is the exclusive basis for ascertaining responsiveness and the responsiveness determination occurs at the time of bid opening allowing for little discretion to be exercised by the contracting officer.

2. Responsibility Is Determined Before Award

Unlike responsiveness decisions, responsibility determinations are based on the information supplied or available up to the time of award. After an inquiry by the contracting officer, the bidder must supply the requested responsibility information in a timely manner. Unreasonable failure by the bidder to reply to the inquiry constitutes grounds for a non-responsibility determination. A bidder/offeror must, "promptly supply information in connection with an inquiry with respect to responsibility." If a bidder fails to supply the information requested by the contracting officer, the procurement official may base the responsibility decision on any available information or find the prospective contractor non-responsible based on its unreasonable failure to promptly comply with the request. All non-responsibility

 determinations must be in writing and a copy provided to the bidder. 2 G.A.R. DIV 4 Sections 3116 [a], 3116[b][2][B], and 3116[b][3]. "Before awarding a contract the Procurement Officer must be satisfied that the prospective contractor is responsible." [emphasis supplied] 2 G.A.R. DIV 4 Section 3116 [b][4].

C. Distinction Between Subject Matter Properly Applicable to Responsiveness and Responsibility.

1. Subject Matter Applicable to Responsiveness

Appropriate subject matter for responsiveness decisions pertains to whether or not the bidder J&G, has promised to do precisely what GMHA has requested. Responsiveness is a procurement law area in which contracting officers are accorded very limited discretion. In essence the responsiveness question is simply whether the bidder J&G promised to perform the contract. Formation of Government Contracts pp 537-592. Responsiveness goes to matters of substance evident from the bid document such as conformance to the contract conditions. Such conformity must be apparent at bid opening and thus is properly determined at that time. In order to implement the competitive procurement process and avoid prejudicing other bidders all prospective contractors must be bidding to perform the same identical contract. 2 G.A.R. DIV 4 Section 3109 [m].

2. Subject Matter Applicable to Responsibility

Responsibility subject matter concerns whether the bidder can or will perform as promised and thus, as indicated above, is properly determined before award. Formation of Government Contracts pp 245-253. 2 G.A.R. DIV 4 Section 3116 [b][2]. Standards of Responsibility describes in significant detail the appropriate subject matter to be considered in a responsibility determination. Factors to be considered are whether a prospective contractor has

the following:

- i. the appropriate financial, material, equipment, facility, and personnel resources and expertise, or the ability to obtain them, necessary to indicate its capability to meet all contractual requirements;
- ii. a satisfactory record of performance;
- iii. a satisfactory record of integrity;
- iv. qualified legally to contract with the territory; and
- v. supplied all necessary information in connection with the inquiry concerning responsibility." 2 G.A.R. DIV 4 Section 3116 [b] [2] [A].

The regulation continues,"[T]he prospective contractor may demonstrate the availability of necessary financing, equipment, facilities, expertise, and personnel by submitting upon request: [A]evidence that such contractor possesses such necessary items; [B]acceptable plans to subcontract for such necessary items; or [C]a documented commitment from, or explicit arrangement with, a satisfactory source to provide the necessary items." 2 G.A.R. DIV 4 Section 3116 [3].

D. Application of the Relevant Procurement Law and Facts to the J&G Protest.

GMHA bases its rejection of J&G's bid as non-responsive on the bidder's failure to, "complete portions of the Contractors Qualification Statement and also failed to submit a detailed listing of availability of personnel and technical equipment to perform the services, while all other bidders met the requirements." [Fact Findings 6.] GMHA considered these omissions "significant" in deciding to issue the rejection. GMHA cited as critical; secretary and treasurer's names left blank, list of equipment was incomplete and included only forklift and dump truck; the list of supervisory personnel was not complete and did not amount to a "resume"; jurisdictions where trade name filed was left blank; categories of work normally performed, blank name of bonding company and address of agent blank. GMHA also included in

23

28

its June 11, 2007, letter explaining the basis for it's rejection of the bid that, "J&G failed to identify skilled workmen and supervisory staff to carry out the contract satisfactorily" and "J&G failed to submit resumes" for local office representatives, project manager, field superintendent showing sufficient experience in projects of this nature. [Fact Findings 6] Although J&G did not fill in the blanks for bonding company and agent, it did so because it substituted a cashiers check for a bond which was acceptable under the terms of the GMHA IFB package. [Fact Findings 2]. While these omissions are cited by GMHA as non-responsive, they parallel almost verbatim the factors of responsibility set out in Guam law: appropriate financial, material, equipment, facility, personnel resources, and the expertise or ability to obtain them, needed to demonstrate ability to meet contract requirements including a satisfactory record of performance, integrity, and legal qualification. See 2 G.A.R. DIV 4 Section 3116 [b][2][A] Standards of Responsibility[i]-[v].

The omissions cited above by GMHA as its rational for its rejecting J&G's bid as nonresponsive at bid opening are misplaced. The J&G's Bidders Qualification Statement, while substantially complete, was merely not filled to the satisfaction of GMHA. The proper subject matter category for the cited omissions is that of responsibility, not responsiveness. The missing information GMHA sought clearly goes to the potential contractor's ability to perform and falls within the scope of the Standards of Responsibility factors specifically enumerated in 2 G.A.R. DIV 4 Section 3116 [b][2][A][i]-[v] as listed above.

As properly an issue of responsibility the correct time frame for a GMHA determination regarding J&G's bid was prior to award, rather than at bid opening. If GMHA decided to reject the bid, it was required to make a written determination of non-responsibility and provide a copy of that determination to J&G.

When the actual substance of the bid rejection is responsibility, not responsiveness, the

23

24

25 26

27

28

proper procedure for a responsibility determination must be followed. 2 G.A.R. DIV 4 Section 3116. The Special Reminder to Prospective Bidders that, "[F]ailure to comply with the requirements [of the bid package] will mean disqualification and rejection of the bid" [See Fact Findings 3] does not act to transform GMHA's requirement to provide in the Bidders Qualification Statement information with responsibility characteristics to a responsiveness requirement. Subject matter dealing with bidder responsibility cannot be metamorphosized into an issue of responsiveness simply by inserting a provision in the IFB requiring rejection of bids that do not comply. The General Services Administration Board of Contract Appeals held in Employers Sec. Co., GSBCA 6917,85-1 BCA 17, 885 that the requirement that a bidder posses an operating license properly goes to an issue of responsibility, despite language in the solicitation stating that it affects responsiveness. The Comptroller General determined in LORS Med. Corp., Comp. Gen. Dec. B-259829, 95-1 CPD 222 that an IFB requiring submission of information relating to a company's policies and procedures pertains to responsibility despite the IFB requirement that the information be submitted with the bid. The responsibility issue could not be converted to one of responsiveness. In Science Applications, Inc., Comp. Gen. Dec. B-193479,79-1 CPD 167 despite language requiring the information be submitted with the bid, the bidder's failure to submit personnel resumes did not render the bid non-responsive.

For the reasons set out above, GMHA's rejection of the J&G bid at bid opening as non-responsive was not in compliance with general procurement law principles and the specific requirements of Guam procurement law and regulations. It is well within the discretionary authority of GMHA to make a responsibility or a non-responsibility determination as to the J&G bid. Consequently this case is returned to GMHA for an appropriate determination of either responsibility or non-responsibility and further agency disposition consistent with their

determination.

IV. CONCLUSION

Based on the foregoing, the Hearing Officer recommends that the Public Auditor determine the following:

- 1. GMHA's rejection of J&G's bid at bid opening as non-responsive was not in compliance with the applicable Guam procurement law and regulations.
- 2. The case is remanded to GMHA for a determination of either responsibility or non-responsibility and further appropriate agency disposition.

A copy of these Findings and Recommendations shall be provided to the parties and their respective attorneys, in accordance with 5 G.C.A. §5702, and shall be made available for review on the OPA Website www.guamopa.org.

DATED this 12th day of December, 2008.

CHARLES D. STAKE, ESQ.

Hearing Officer