

UNIVERSITY OF MASSACHUSETTS AMHERST

Request for Qualifications: On Call Services Academic & Instructional Space Utilization & Assessment Services



RFQ AA12-JM-4432

November 2011

SUBMITTED BY THE UMASS AMHERST PROCUREMENT DEPARTMENT

SPONSORED BY THE FACILITIES & CAMPUS PLANNING DEPARTMENT

ABOUT UMASS AMHERST

A leading center of public higher education in the Northeast, the University of Massachusetts Amherst (UMA), has a reputation of excellence in a growing number of fields, for its wide and varied academic offerings, and for its expanding roles in education, research and public service.

The flagship campus of the Commonwealth's university system, the University of Massachusetts Amherst is a research university with a faculty of 1,180 members; it enrolls over 24,000 students from all fifty states and over 100 countries. The core campus is comprised of over 10 million gross square feet of space on 1,400 acres of land.

Offering programs in the sciences, liberal arts and professional fields leading to Associate's, Bachelor's, Master's and Doctorate degrees, it has eleven schools and colleges.

UMass Amherst is classified as "Research Extensive/Very High Activity" by the Carnegie Foundation, one of two such public institutions in New England. In 2009 it was classified by the Carnegie Foundation as a Community Engaged University. This classification exemplifies the "collaboration between institutions of higher education and their larger communities for the mutually beneficial exchange of knowledge and resources in the context of partnership and reciprocity." For more detailed information about its educational and research activities, interested parties are invited to visit www.umass.edu.

The University of Massachusetts at Amherst is a Carnegie Research Extensive University that competes nationally in many academic fields at the highest level of teaching and research. UMass is implementing a new faculty hiring program throughout the University as well as a strategic increase in enrollment. The continued ability of the Amherst campus to attract and retain the next generation of the highest caliber faculty and to increase student enrollment requires effective utilization of existing space and renewal and expansion of the academic facilities.

I. GENERAL

The University of Massachusetts at Amherst (UMA) is soliciting qualifications from firms to provide professional consulting and related services for academic and instructional space utilization analysis. The selected firm(s) will provide these services in support of the educational mission of the University of Massachusetts at Amherst.

The executed prime contract will be an 'On Call Service Contract' with a total value estimated not to exceed \$1,500,000 for Basic Services and \$500,000 for Reimbursable Expenses. The University reserves the right to issue more than one contract as a result of this Request for Qualifications. The University does not guarantee a minimum amount of value under this contract to any vendor. Separate statements of work orders will be issued as projects are required. The scope and cost of each work order will be determined by the university in the form of work order requests.

QUESTIONS:

Any questions regarding this RFQ *must be emailed or faxed* and must be received by **5:00 p.m. EST on November 15, 2011**. No telephone calls will be accepted. All questions must be addressed to:

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| <p>John O. Martin Director of Procurement & Campus Services University of Massachusetts email: jomartin@admin.umass.edu Fax (413) 545-1643 Attn. RFQ AA12-JM-4432</p> |
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The University will mail its responses to all written questions to all vendors of record by formal addendum **by 5 p.m. on November 22, 2011**. Inquiries received after the specified date and time will not be accepted.

The UNIVERSITY will extend the due date by written addendum if such information significantly amends this RFQ or makes compliance with the original proposed due date impractical.

Proposals delivered late or to another location will be rejected and filed unopened in the Procurement file.

SUBMITTALS

Vendors that are interested in responding to this RFQ must submit their information **by 2:00 p.m., EST on December 6, 2011**. Proposals delivered late or to another location will be rejected and filed unopened in the Procurement file

All proposals must be submitted to:

**University of Massachusetts Amherst
Procurement Department
Room 407 Goodell Building
140 Hicks Way
Amherst, MA 01003-9334**

Attention: RFQ AA12-JM-4432

Each submittal shall clearly identify the respondent's name and business address. One original, clearly marked as such, and five (5) copies of each submittal, preferably on flash drives, shall be submitted to the University. Please print: **Attention: RFQ AA12-JM-4432** in the lower left hand corner of all envelopes and/or packaging.

The University reserves the right to schedule face-to-face meetings with any or all vendors in order to determine their eligibility and to discuss vendor qualifications. The University may shortlist the firms evaluated as most qualified and invite the shortlisted firms to the campus for an interview for final selection.

Minority-Owned Business Enterprises (MBE) or Woman-Owned Business Enterprises (WBE) are strongly encouraged to submit proposals in response to the RFQ. For the purposes of this RFQ the term MBE or WBE shall mean a consultant who is certified as a minority business enterprise by the Massachusetts State Office of Minority and Women-Owned Business Assistance (SOMWBA), and who is still certified at the time the respondent's qualifications are submitted.

All minority owned businesses are encouraged to apply for SOMWBA certification. For further information on SOMWBA qualifications, or access to SOMWBA vendor lists, contact the State Office of Minority and Women-Owned Business Assistance at (617) 727-8692 or go to <http://www.somwba.state.ma.us/> for more information.

UMass Amherst may cancel this RFQ, in whole or in part, may reject all bids, or may procure only some of the services outlined in this RFQ whenever such action is determined to be in the best interest of UMass Amherst. UMass Amherst may request that supplementary information be furnished to assure UMass Amherst that a respondent has the technical competence, the business and technical organization, and the financial resources adequate to successfully perform the necessary work.

PUBLIC INFORMATION:

All documents submitted in response to this RFQ are subject to the Massachusetts Freedom of Information Law, M.G.L. Chapter 66, Section 10, and to M.G.L. Chapter 4, Section 7, Sub-section 26, regarding public access to such documents. Statements in the bid response that are inconsistent with those statutes will be disregarded.

The person signing below signifies that s/he is authorized to bind the company to the information contained in their response to this RFQ.

SELECTED PROPOSALS:

The selected firm(s) awarded a contract under this RFQ will be required to sign a University contract for services for three years. There is potential for a two year extension upon mutual agreement prior to the end of the initial term. Annual service rate increases must not exceed the rate of inflation specified by the Federal Reserve for the category of work. A copy of the University contract for services can be viewed at: http://www.umass.edu/procurement/Fill-In_Forms/CFSL_RE_060208.pdf

II. GENERAL SCOPE OF WORK AND PROJECT CONTEXT

The Consultant, as defined in Section III, will potentially be responsible for completing a number of academic and instructional space utilization analysis assignments that will be defined in future statement of work proposal requests for services to be completed under the Contract. A description of the general background and types of services that may be requested is provided in this section.

The University of Massachusetts, Amherst, seeks expert professional services for utilization and assessment of academic space including instructional space supply and demand. The University needs to assess the utilization of instructional spaces of all types from large lecture halls to small seminar rooms in light of enrollment increases, the availability of new instructional resources, and changing instructional methods. To the extent that space types, space condition, and technology affect utilization, these factors may be included as part of the future project assignments that the University will issue over the five year time frame for this Contract.

With tight budgets and many deferred maintenance needs, appropriate and efficient use of all campus space is critical. Increasing demands for effective space requires improved information about use, capacity, and needs. The University's strategic plan for general academic facilities and classrooms is focused upon the need to expand facilities to accommodate growth, modernize existing facilities, replace obsolete space, and relocate and consolidate departments that have grown without the benefit of functional adjacency and contiguity. As part of the long range need to revitalize the academic core, the strategic plan will serve new functions in a manner compatible with the campus plan and architectural context. The plan for new Faculty hiring and increase of student population, in combination with antiquated building systems and compressed occupancy of many buildings, drive the need for a substantial amount of new and renovated general academic and classroom space. The current five year capital plan for the University includes funding to meet some of its existing facilities needs.

Efforts under this Contract may include but not be limited to:

- Developing a new and more detailed database documenting instructional space
- Integrating of instructional space and planning database with the Registrars database for space assignments and scheduling
- Performing a Field Audit and or verification of prior audits of existing instructional spaces
- Developing and implementing surveys of faculty and senior administration regarding instructional space issues and pedagogy
- Developing strategies for improvement of the quality of instructional space
- Developing an integrated supply and demand model for alternative mixes of instructional space types. The model should be capable of being used over time to test current and future scenarios and changes in both supply and demand as these factors vary
- Assisting the campus in developing an overall utilization analysis and strategic priorities for all academic space
- Producing recommendations for strategic implementation goals, priorities, and options that respond to capital plan funding and to growth
- Developing supply and demand methodology suitable for transfer to Facilities planning staff for implementation after consulting assignments are completed – including staff training and integration into the UMass Amherst CAFM database
- Developing benchmarking data for selected peer institutions
- Conducting space utilization assessments

Potential efforts in the first year of the contract

An example of a possible initial project is the evaluation of the classrooms and lecture halls in the general academic buildings, definition of instructional space needs, and identification of priorities to re-purpose outdated facilities as well as to account for the supply and demand balance that needs to be maintained for instructional space. UMass standards will serve as guidelines for instructional technology with a full range of teaching and web-based technology for all academic classrooms. The project would include confirmation of previous field audits of 275 classrooms and lecture halls containing approximately 12,500 seats in 43 buildings.

Scope of work could include, but not be limited to:

- Review of all relevant documents and prior work prepared by UMass;
- Benchmarking of comparable universities' instructional spaces
- Validation of existing building condition reports and identify key physical conditions that will impact space use;
- Documentation of the deficiencies and needs of the designated academic spaces;
- Identify opportunities and constraints of existing buildings and potential locations for new facilities;
- Development of a prioritized program of carefully defined space needs and adjacencies, related building condition issues, and sustainable planning ;
- Development of options to determine the best use for existing facilities and new buildings;
- Work with UMA cost management consultants to assist in selection of the preferred option;
- Evaluation of options based on analysis of site planning and impact on selected factors of utilization, course scheduling and distribution, construction feasibility, and cost;
- Creation of a set of prioritized projects and implementation plan considering the University's research and teaching goals, and sustainability.

III. THE CONSULTANT

- The Prime Consultant shall be a space utilization and educational instruction space planner or maintain a practice that provides such services as a primary service of the company
- The term Consultant shall refer to a Prime Consultant and sub-consultant(s) team
- Other disciplines that may be required for one or more of the project assignments and may be either included in the services of the prime or by designated sub-consultants :
 - Leed accredited professional
 - AV instructional technology consultant

This team is included in the Basic Services fee when specific contracts are submitted.

IV. PROCESSES AND PROCEDURES

Projects under this contract will be initiated through a proposal process. Typically, the University will provide the following basic information to the Consultant as part of a Request for Proposal for a specific work order. This information will then form the basis of the Scope of Work for the Consultant.

- Project Scope, which may include a project background, project intent, description of work, critical scheduling information, cost implications, or other items that help to define the overall scope and program.
- Budget, which may include an anticipated fixed limit cost and/or a not to exceed cost for the project.
- Schedule, a desired schedule of project delivery, including milestones when available.
- Related Documents, the University will strive to provide copies of all relevant background documentation in the form of standards, studies, plans, drawings, and other documents. These items can be made available in both electronic and hard copy format.
- The following tenets will guide the processes and procedures in the execution of the work:
 - The Consultant will be responsible and accountable to the Director of the Facilities Planning Division.
 - The University expects that a single, primary Project Manager will be assigned by the Consultant to the University for the duration of each project. In the event that a change of prime Project Manager is necessary, the Consultant will make provision for continuity of both project and “institutional” knowledge without retraining by, or cost to, the University.
 - The Consultant will work within the guidelines and laws of the Commonwealth of Massachusetts and University and will follow these processes and procedures for the procurement of its services. The primary Project Manager will be familiar with and maintain current knowledge of all applicable regulations, codes, and standards that affect the project.
 - The University will provide full and open access to the F&CP records, drawings, project files, and archives.

V. BASIC AND REIMBURSABLE SERVICES

Basic Services include:

- The work of the Consultant, as defined in ¶ III, for the duration of the project(s) assigned.
- All travel to and from the Amherst campus.
- All meals, lodging, and other personal expenses.

- All other costs related to the provision of design services with the exception of those identified as Reimbursable Expenses below.

Reimbursable Expenses must be authorized in advance by the University. These may include:

- Special Consultants beyond those defined as the Consultant in ¶ III.
- Special printing, mailing, testing, or other services outside the normal services specifically requested by UMass and provided by the Consultant.

VI. RFQ SUBMISSION REQUIREMENTS

RFQ Submission:

One (1) original and five (5) copies of each submission, preferably on flash drives, shall be submitted to the University. The original shall be marked as such as identified and as instructed in ¶ I and ¶ VIII. The proposal must include the following information:

1. **Qualifications of the Firm**
Submit a summary presentation describing the unique qualifications of the firm for this contract. Specific qualifications for comprehensive and detailed space utilization analysis and planning for a wide range of academic facilities and for instructional space are required.
2. **Descriptions of Prime Firm & Subconsultants**
Provide history and description of firm(s) indicating principal business of firm and complete description of in-house services. Include both the total number of personnel in each discipline and the number of personnel holding professional registration.
3. **Project Organization**
Provide an organizational chart showing the project team. List the Principal-in-Charge, the Project Manager, and other support personnel. For each in-house discipline, list the key persons that will be assigned to this contract. Submit resumes of these key individuals identifying their education and recent experience relevant to the services required for this project.
4. **Project Experience**
Provide a list and description of project experience for the firm and all personnel that demonstrate the firms' current qualifications for the specific academic and instructional space utilization and planning types of project described in II. List the experience of key individuals on these projects. Highly qualified firms are considered to be firms that have completed at least three projects in the past five years for a Tier I Research University for which utilization analysis was a primary focus of the contract. Information required should include the following as a minimum:
 - Name of Project
 - Owner representative, address and telephone number
 - General scope and dollar value of project
 - Period of performance
 - Principal or Project Manager in charge
5. **Current Client List**
Provide a list of current clients, a contact person, and their address and telephone number. Include the name of the Project Manager from your firm who is working with this client.

6. Submitter Affirmation Form

Note: An authorized representative of the bidder shall fill out and sign the Submitter Affirmation Form that is attached as Appendix A to this RFP.

7. Fee Schedule

Provide a fee schedule with the hourly rates typically charged by the various job categories, titles, and/or positions within the firm.

8. Additional Information

Provide any additional information deemed necessary by the firm to describe any characteristics or qualities beyond what is specified in the submission requirements in order to assist the University in evaluating a specific proposal.

This request for qualifications does not create any contractual relationship between the University of Massachusetts Amherst and any party. The University reserves the right to accept or reject any or all materials submitted for this project.

VII. EVALUATION CRITERIA

The following criteria will be used, at a minimum, in the selection process (the criteria is listed in rank order of importance to the University):

1. Professional qualifications of the firm, the principal in charge, and the key members of the proposed UMass project team with specific documentation of space and utilization assessment as a primary specialty of the firm and of the identified team members.
2. Demonstrated ability of the firm to provide space and utilization planning consulting services that can meet the needs of a Tier I Research Institution.
3. Projects completed by the firm that would be considered very similar in nature to the types of projects that are described in this RFP for universities and which demonstrate an understanding of university systems of similar size and classification as UMass Amherst and the UMass System in which the flagship campus is a Carnegie Research Intensive Institution
4. References from previous/current clients for the projects of similar nature and scope.
5. Prior documented experience developing data and plans in a CAFM environment and with commonly used instructional space scheduling software and databases
6. Prior experience working with Universities and/or Public entities on strategic planning for facilities.

VIII. CONTRACT FOR SERVICES

The selected firm(s) will be required to enter into a standard University Contract for Services. The successful vendor(s) must sign the standard University Contract for Services and agree to all Terms and Conditions listed. A copy of the University Contract for Services (cfs) can be viewed at:

http://www.umass.edu/procurement/Fill-In_Forms/CFSL_RE_060208.pdf. Do not return a copy of the cfs with your response. Only the firm(s) selected will be required to sign the cfs. This RFQ and the successful vendor's response will all become a part of the final contract.

IX ADDITIONAL INFORMATION:

Cost to Submit

The University is not responsible for any expenses that may be incurred by any bidder to prepare or submit their responses.

Alterations to Bids

The bidder may not materially alter its bid response after the bids have been opened. Only the Director of Procurement may deem what constitutes a material alteration to a bid.

Bidders Exceptions to Contract Terms and Conditions

If bidder takes exception to any of the contract terms and conditions contained herein, it must be so noted in the bid. Such an exception may be grounds for rejection of the bid, at the option of the University.

Attachments:

Appendix A: Bidder Affirmation Form

***** END OF REQUEST FOR QUALIFICATIONS *****

APPENDIX A:

BIDDER AFFIRMATION FORM

RFQ AA12-JM-4432

**Request for Qualifications:
On Call Services**

Academic & Instructional Space Utilization & Assessment Services

Bidder Affirmation

By Signature Hereon,

- A. Bidder affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted bid. Failure to sign the bid may, or signing it with false statement shall, void the submitted bid or any resulting contracts, and the vendor will be removed from all bid lists.

- B. Vendor affirms that no affiliation exists between owners, officers, administrators, or employees of the bidder and the University which could be construed as a conflict of interest.

- C. Vendor has not received compensation for preparation of the specifications for this RFP.

Person signing below acknowledges that s/he is an authorized representative of the bidder.

| |
|------------------------------------|
| Company Name: _____ |
| Address: _____ |
| Submitted By (Please print): _____ |
| Signature: _____ Date: _____ |
| Fax #: _____ Telephone #: _____ |
| Email Address: _____ |