August 11, 2020

Request for Proposals
Design-Build to relocate Customer Service to Public Works and Osage Centre, and reconfigure office space at Osage Centre

The City of Cape Girardeau, MO is soliciting proposals from interested entities to enter into a Design-Build Contract with Guaranteed Maximum Price to design and construct renovations to relocate Customer Service from City Hall to space within Public Works and Osage Centre, and to reconfigure the office areas at Osage Centre.

Summary:
The City of Cape Girardeau encompasses approximately 29.8 square miles and serves a population of approximately 37,943. The City operates under a city manager form of government.

The City intends to relocate Customer Service to Public Works and Osage Centre in advance of City Hall moving from 401 Independence to 44 N. Lorimier. The City Hall project is expected to be complete in September 2021. Public Works is located at 2007 Southern Expressway. Osage Centre is located at 1625 N. Kingshighway. Ideally, Customer Service will operate out of the new locations in or before April 2021.

Currently, Customer Service occupies an office on the main level of City Hall. Space will be provided in the new locations for up to 4 employees in each location, including 1 supervisor and 2-3 customer service representatives. If possible, the City would like to re-use the recently purchased cubicles in the current Customer Service office. At Osage, the existing concession area to the west of the reception desk will be converted to Customer Service offices; this area is approximately 17’ by 18’. At Public Works, a portion of the main lobby will be converted to Customer Service offices; this area could be up to approximately 19’ by 40’.

At each location, the project may require construction of new partitions with interior doors and windows and sound-attenuating insulation, relocating and/or adding mechanical vents, electrical outlets, fire sprinkler heads and lights, data ports, addition of card readers and security cameras, and installation of a drop box for accepting after-hours payments.

At Osage Centre, the office area is comprised of an administrative area and reception window, a waiting area, a workroom/copy room, two recreation supervisor offices, and a recreation manager office. Staff would like to reconfigure the offices to provide additional counter/desk area, a small break area/conference room, and renovated workroom/copy room. The project may require construction or relocation of partitions with interior doors and/or windows, relocating and/or adding mechanical vents, electrical outlets, fire sprinkler heads, lights, data ports, security cameras and new flooring. The office area is approximately 40’ by 32’.

The city has floor plans for Osage Centre and Public Works, and for the cubicles in the current Customer Service office.

RFP Submittal Overview & Project Scope:
The proposal should include:

1. Project team/entity name, key contact, including sub-consultants and sub-contractors, and the titles and roles each will play in the process;
2. Documented experience as the project lead on at least 3 previous projects of similar size.
3. Demonstration of understanding of the program needs;
4. Describe the project approach to managing design-build projects, including the services provided during design, pre-construction, construction, and commissioning and close-out of the project;
5. Provide a proposed schedule with key dates and deadlines, including durations of tasks and anticipated deadlines for design development, construction documents, construction, as-built documents and operations & maintenance;
6. Proposed budget, and provide cost-savings suggestions.

Available Documents:
PDFs of the floor plans for Osage Centre and Public Works, and the cubicles in the current Customer Service office, may be obtained from Anna Kangas upon request.

Schedule
Proposals due by 4 p.m. September 9, 2020
Firms short listed and notified by September 14, 2020
Interviews week of September 21, 2020
Firm Selected September 28, 2020
Recommendation to City Council October 19, 2020

Questions concerning this RFP must be submitted in writing to Anna Kangas, Transformation Manager, no later than Tuesday, September 1, 2020.

Mail: Anna Kangas
Development Services
401 Independence
Cape Girardeau, MO 63703
Phone: 573 339 6613
Email: akangas@cityofcape.org

Direct contact with other staff, elected or appointed officials or selection committee members concerning this RFP at any time is strictly prohibited.

Submittals will be received until September 9, 2020 at 4 p.m. A total of six copies of the RFP must be submitted. Mark the outside of the envelope with the project name: Request for Proposals for Customer Service. Late submissions will not be accepted and shall be returned unopened. The City reserves the right to reject any or all submissions, or any part thereof.

Please submit Proposals to the following address:

ANNA KANGAS
DEVELOPMENT SERVICES
401 INDEPENDENCE STREET
CAPE GIRARDEAU, MO 63703

Selection Process:
The City will appoint a Selection Committee to evaluate each submission according to the selection criteria listed in the following section. The top three (3) ranked applicants will be invited to make a presentation of their detailed proposal, qualifications and expertise. The Selection Committee will score the short listed firms. The highest ranking firm will be asked to enter into final negotiations for a Design Build Contract with the City for the purposes of contract award and City Council approval.
If a Design Build Contract cannot be successfully negotiated with the highest ranked firm, negotiations will be terminated with that firm and negotiations will begin with the second highest ranked firm and so on until an agreement can be reached.

**Selection Criteria:**

<table>
<thead>
<tr>
<th>Description/Background information</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous Experience</td>
<td>40</td>
</tr>
<tr>
<td>Key Personnel</td>
<td>20</td>
</tr>
<tr>
<td>Subconsultants</td>
<td>10</td>
</tr>
<tr>
<td>Description of Design Approach</td>
<td>10</td>
</tr>
<tr>
<td><strong>Demonstration of Project Understanding</strong></td>
<td><strong>10</strong></td>
</tr>
<tr>
<td><strong>Total Available Points</strong></td>
<td>100 points</td>
</tr>
</tbody>
</table>
Clarifications / Additional Information:

1. The City uses Johnson Controls for access control, specifically the JCI P2000 system for card readers.
2. At Osage, we do not anticipate installing card readers.
3. Cameras will be purchased by the City, and installed by contractor. We anticipate at least 2 cameras in each location – 1 on the customer side and 1 on the employee side. They are power over Ethernet cameras, and are AXIS cameras.
4. CAT5 cable will need to be installed for the new data drops. Up to 3 customer service representatives, 1 supervisor, and a multi-function printer are expected at each location. A data drop is also needed near the alarm system control panel at each location.
5. The city’s telephones are VOIP.
6. Public Works typically works 7:30 a.m. to 4 p.m. We are agreeable to the contractor working outside these hours if needed.
7. In the response to the RFP, please include a proposed schedule and budget. We understand this is preliminary and may change during development of the plans. It would be helpful to include a preliminary floorplan to communicate how you interpret the scope of work, and so we know what the basis of budget.
8. The small breakroom in the Osage Centre remodel is expected to provide space for an under-counter refrigerator, microwave, small sink and coffeemaker. The renovation is also expected to provide 3 office areas, and to move the workspace near the south exit door from office to a new front reception area that projects farther out than the existing reception window.
9. The fiber at Osage enters the building in the Recreation Division Manager’s office. The rack is expected to stay in its current location.
10. Occupancy sensors do not need to be provided in either renovation.
11. In regards to panic buttons:
   a. The city uses H&R Alarm for monitoring and the panic button system.
   b. There is not currently a duress system at Osage. Space will need to be provided for an alarm system control panel (about 14” square) and a wireless receiver (about 12” square), to be mounted on a wall. A 110 receptacle needs to be provided.
   c. There is currently a duress system at Public Works. Space will need to be provided near the existing alarm system control panel for a new wireless receiver (about 12” square).
   d. Ideally, near the control panel at each location, a data connection should be provided as backup for the cellular connection.
12. At Osage, the new small conference room does not need any A/V equipment or equipment rough-ins. Equipment is available for use in other meeting rooms in the...
This addendum must be signed and attached to your Bid Documents.

__________________________    Date ________________