

REQUEST FOR
QUALIFICATIONS
UCHC-9 Rev. 05/07
Previous Rev. 01/07

STATE OF CONNECTICUT
UNIVERSITY OF CONNECTICUT HEALTH CENTER
PURCHASING DEPARTMENT
263 Farmington Avenue, MC4036
Farmington, CT 06032

RFQual Number:

5-2059

RFQual Due Date:

April 7, 2008 4:30PM

Matthew A Larson

Asst Director of Purchasing

860-679-2408

Telephone Number

Addendum No.: 1

RFQual No.: 5-2059

Title: Integrated Wayfinding and Signage Master Plan

Please incorporate the Attached/Following into your proposal documents.

1. Please see updated specifications under Section 1.2 Scope of Work, #4 and Section 1.3 Schedule, #4
(Both highlighted in yellow).

FOR:

The University of Connecticut Health Center

Bidders Note:

This Addendum must be *Signed & Returned* with your proposal.

Authorized Signature of Bidder

Company Name

Approved _____

Matthew A Larson
Purchasing Services Officer

Dated Issued:

END OF ADDENDUM



The University of Connecticut Health Center

REQUEST FOR STATEMENT OF QUALIFICATIONS 5-2059

MARCH 10, 2008

Amended April 2, 2008

DESIGN SERVICES FOR:

INTEGRATED WAYFINDING and SIGNAGE MASTER PLAN

at

UNIVERSITY OF CONNECTICUT HEALTH CENTER

263 Farmington Ave.

Farmington, CT

PROJECT NUMBER 07-608

Response Due Date:

4:30 PM, APRIL 7, 2008

**Issued By: Thomas P. Trutter, AIA , Associate Vice President
Campus Planning Design and Construction
263 Farmington Avenue
Farmington CT 06030-1020
Fax: (860) 679-8710**

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SECTION I

1.1 **Project Description:**

The University of Connecticut Health Center is a vibrant organization composed of the School of Medicine, School of Dental Medicine, John Dempsey Hospital, the UConn Medical Group, UConn Health Partners and University Dentists. Founded in 1961, the Health Center pursues a mission of providing outstanding health care education in an environment of exemplary patient care, research and public service. The University of Connecticut Health Center (UCHC), herein after referred to as “the University”, intends to implement a new comprehensive integrated wayfinding and signage system. This project is intended to span all UCHC facilities. It is anticipated that the planning and design process will start in June 2008, with completion of the entire project in the Winter of 2008. The University is responsible for approximately 2.3 million gross square feet spread over 40+ buildings on multiple campuses. This project will be required to meet all requirements of ADA and include concepts associated with Patient Centered Care such as *Planetree* and Evidence Based Design.

1.2 **Scope of Work:**

The product of this scope of work will be detailed programming and design for the comprehensive integrated wayfinding and signage master plan, including, design manual(s), and plans and specifications to allow signage, as well as other wayfinding systems, to be implemented.

Specific Project Tasks:

1) Part I – Data Gathering and Evaluation

- a. Conduct an on site review and analysis with the UCHC Project Manager and selected Stake-Holders of the various UCHC facilities to document existing signage systems and wayfinding techniques.
- b. External Signage standards are not part of this project as they are a part of the University’s existing standard. However, the consultant shall conduct a review of, and make recommendations to improve the current external signage locations and evaluate appropriateness of locations and text.
- c. Analyze existing pedestrian circulations patterns (internal and external) as well as vehicular circulation patterns and determine key destinations.

2) Part II – Conceptual Development

- a. After completing the Data Gathering and Evaluation, the Consultant shall summarize their findings.
- b. The Consultant shall prepare draft recommendations and options for wayfinding and signage systems. The recommendations shall take into consideration the following:
 1. Incorporation of Patient Centered Care concepts for Wayfinding and Signage;
 2. A system that is intuitive and straightforward;
 3. Systems that complement the design aesthetics and is aesthetically appealing;
 4. Proper ADA compliance;

5. Branding;
6. Environmental queues to enhance wayfinding as appropriate.
- c. The Consultant shall develop wayfinding techniques and signage standards for typical conditions in the existing facilities that address the anticipated scenarios including:
 1. Architectural treatments and finishes;
 2. Anticipated sign types to be included (others as appropriate):
 - a. Kiosks (internal and external)
 - b. Building Directories
 - c. Floor Directories
 - d. Overhead Directional Signage
 - e. Room Signage
 - f. Facility Tags

3) Part III – Master Signage and Wayfinding Standards Manual

- a. Upon approval by UCHC, the Consultant shall prepare a Master Signage Standards Manual. At a minimum, the manual shall include:
 1. All sign types to be used in the various UCHC facilities;
 2. Proposed locations for various sign types;
 3. Character size and font types and ratios for various sign types;
 4. Drawings and Specifications for the fabrication of various sign types;
 5. Wayfinding visual enhancements and recommendations for implementation;
 6. Recommendations for text on external signs.

4) Part IV – Wayfinding and Signage Implementation

- a. At the option of UCHC, the Consultant may be retained to develop specific plans and specifications to implement portions or all of the Master Plan recommendations.

1.3 Schedule: (subject to review with selected firm)

1. Part I – Submit report of key findings to the University within thirty (30) calendar days from contract execution.
2. Part II – Submit to the University within sixty (60) calendar days from acceptance of Part I and authorization to proceed into Conceptual Development
3. Part III – Submit to the University within ninety (90) calendar days from acceptance of preferred alternative in Part II.
4. Part IV – Schedule to be determined and confirmed with selected.

SECTION II

2.1 SELECTION PROCESS:

The selection process for this contract will be as follows:

1. Publicly Advertised Request for Qualifications;
2. Responses due as specified herein;
3. Selection Committee reviews qualifications and experience of respondents based on criteria stated herein;
4. Selection Committee shall develop and recommend list of firms to be interviewed (number of firms to be interviewed may vary but shall be at least two);
5. Firms selected for interviews will be required to submit a fee proposal for the services in advance of the interviews;
6. Selection Committee reviews reference checks, interviews firms and, based upon qualification and experience criteria, and fee proposals, makes recommendation to the UCHC administration;
7. Upon approval of recommendation, based on final scope and fee review and negotiations, the contract for design services is executed.

Interested firms are required to submit responses in the format defined herein. All questions relative to this shall be sent to Campus Planning, Design & Construction for response. No University personnel will be available for individual responses or site visit.

The award of a qualification submission and the subsequent fee for this project will be based upon a comprehensive review, analysis and negotiation of the proposal which best meets the needs of the University.

All qualification submissions will be evaluated by a committee consisting of individuals from the Campus Planning, Design & Construction Department, Office of Communications, the Purchasing Department and other end-user department representatives as deemed appropriate. The committee members will review all applications based upon the specific evaluation criteria as follows:

1. Past successful experience with Academic Medical Centers;
2. Experience with master planning and design of comprehensive wayfinding and signage systems;
3. Experience with concepts associated with Patient Centered Care;
4. Past experience of key members of the team on the projects itemized in 1, 2, & 3;
5. Exceptions to scope or Contract Terms and Conditions (Short Listed Firms Only);
6. Fee Proposal (Short-Listed Firms Only);

Award of this contract is targeted for April 2008 with Part I to commence as soon as possible after the contract execution.

Estimated Timetable:

The following schedule will apply to this RFQ:

Release of RFP – **3/10/08**

Closing Date for Inquiries – **4/02/08**

Submission of responses due – **4/07/08**
Oral Presentations– Approx. **4/28/08**
Anticipated Award Date – Approx. **6/20/08**

This timetable is tentative and subject to change. Any questions or concerns about the timetable should be communicated in writing immediately upon receipt of this RFQ. Failure to meet the delivery dates as outlined above will be basis for disqualification of your proposal.

SECTION III

3.1 RFQ RESPONSE CONTENT

The responses for this project shall be a Qualifications & Experience Summary as outlined below. The proposal shall be clearly labeled as such and shall also clearly include on the outside of the package the **name and address of the proposing firm** and the University **PROJECT NAME AND NUMBER**.

Qualifications & Experience Summary

The qualification and experience summary shall be clearly marked as such (including the project name and number) and be submitted in a sealed package, each firm is required to **submit five (5)** copies of the following information and material on your firm's Qualifications and Experience:

- Executive Summary / Letter of Interest;
- In attachments as needed thereto expand upon:
 1. Past successful experience with Academic Medical Centers;
 2. Experience with master planning and design of comprehensive wayfinding and signage systems;
 3. Experience with concepts associated with Patient Centered Care;
 4. Past experience of key members of the team on the projects itemized in 1, 2, & 3;
 5. Exceptions to scope or Contract Terms and Conditions (Short Listed Firms Only);
- Mandatory Affidavits as described herein;
- Three (3) references.

The response shall include information concerning qualifications of the firm, the size of the firm, personnel by discipline, and resumes of key personnel. Be specific about personnel and sub-consultants that will play a major direct role in the project

Provide detailed information regarding your firm's experience on projects with similar size and scope in an Academic Medical Center or similar environments.

The summary shall include a detailed description of the general approach to the project.

The summary shall include detailed descriptions of your process and what support resource commitments are required from the University.

Other areas of interest that may be addressed include a description of what strategies would be used to help the University meet its goals, as outlined in the Scope of Work. Be specific and address unique strengths that your firm can offer to the University that result in highly successful projects.

The complete response to this RFQ must include:

Checklist

- ___ Executive Summary Letter
- ___ Additional information responding to all items listed herein, where applicable
- ___ Gift Affidavit - Form 1 *
- ___ Consulting Affidavit - Form 5 *
- ___ Affirmation of receipt of State Ethics Laws summary - Form 6 *
- ___ References
- ___ Non-Discrimination Certification *

* http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038&opmNav_GID=1806

SECTION IV

4.1 Communications and Receipt of Proposals:

All inquiries relative to the conditions and specifications listed herein as well as clarification of any information contained in this Request for Qualifications must be made to **both**:

Emily Anderson, Administrative Assistant

Fax: (860) 679-8710

E-mail: eanderson@uchc.edu

John Beyer, Assistant Director

Fax: (860) 679-8710

jbeyer@uchc.edu

All requests for clarification must be in writing three (3) business days before the submission due date and submitted via fax or e-mail. Subsequently, the University's response to any request for clarification will be posted on the UCHC Campus Planning Design and Construction web site.

Under no circumstances may any Respondent or its representative contact any employee or representative of the University regarding the RFQ prior to the closing date, other than as provided in this section. Strict adherence to this important procedural safeguard is required and appreciated.

Any violation of this condition may result in the firm being considered non-compliant and ineligible for award.

4.2 Requests for Clarification by the University

The University may request that any respondent clarify or supplement any information contained in the response to this RFQ. Respondents are required to provide a written response within five (5) business days, or sooner, of receipt of any request for clarification by the University.

4.3 Submission Format/Receipt of Proposal

An **original and four (4) copies** of the proposal must be submitted in a sealed envelope or package to:

Thomas P. Trutter, AIA , Associate Vice President

Campus Planning Design and Construction

263 Farmington Avenue, MC 1020

LSB-014 (MC 1020)

Farmington CT 06030-1020

On or before 4:30 p.m. local time, APRIL 7, 2008

At the specified time stated above, all responses received as stipulated, shall be publicly opened and announced. However, due to the complexity of the selection process, only the names of the respondents will be read, as no immediate decision will be made. All information will be confidential until after review and action by the Evaluation Committee. All interested parties, however, are welcome to attend the Response opening.

All responses must be submitted in three ring binders within a *sealed* envelope or box and labeled as noted above. No responsibility will be attached to any person for the premature opening of any proposal that is not properly identified.

E-mail or electronic attachments are not acceptable means of submitting a proposal and will be rejected as non-conforming. If you intend to use an express delivery service, it is recommended that you stress the need to deliver your package to the building and office designated above. Packages delivered by express mail to other locations might not be re-delivered to the appropriate address in time to be considered.

Responses that do not substantially conform to the contents of the RFQ, consequently altering the basis for comparison, may be disregarded and considered as unresponsive.

4.4 Informal Communications:

From the date of receipt of this RFQ by each Respondent until a binding contractual agreement exists with the selected Firm or Firms and all other Respondents have been notified or when the University rejects all proposals, **informal communications regarding this procurement shall cease**. Informal communications shall include, but are not limited to:

1. Requests from the Respondent to any department(s) at the University, for information, comments, speculation, etc; and
2. Requests from any department at the University, or any employee of the University for information, comments, speculations, etc.