



ARCHITECTURAL DESIGN SERVICES

REQUEST FOR QUOTATION

Document Reference USO-ARCHITECTSVCS2021

March 30, 2021

KEY DATES	
Request for Quote Released	March 30, 2021
Deadline for Questions	April 6, 2021
Projected Questions & Answers Response	April 9, 2021
Deadline for Quotes	April 23, 2021
Projected Award Date	May 3, 2021
Projected Start Date	May 24, 2021



ABOUT THE UNITED SERVICE ORGANIZATIONS

Amidst extraordinary global change, United States military service members continue to rise to every challenge our country asks them to face. Each day, they voluntarily make sacrifices for our nation, selflessly stepping into danger to be a force for good in the world. But what does it take to keep them strong? It takes a force – a Force Behind the Forces®.

We are the *Force Behind the Forces*. The USO strengthens America’s military service members by keeping them connected to family, home and country, throughout their service to the nation. We believe that all Americans — united in spirit and action for our service members — can change lives, communities, our military and our country, all for the better. Together, we express America’s gratitude and commitment to the Armed Forces.

Since 1941, the USO, a private, nonprofit organization, has served the men and women in the U.S. military and their families throughout their service – from the moment they join, through their deployments and as they transition back to their communities. Whether they’re in Iraq, South Korea or on the front lines of the COVID-19 pandemic – military members and their families need to know there is a force behind them ensuring that home is always by their side. Through a global network of more than 250 USO centers, the USO provides programs, services and entertainment focused on connection, strengthening, wellness and resiliency.

Although the USO is congressionally chartered and works in close partnership with the Department of Defense, the USO is not part of the federal government. Millions of generous donors, tens of thousands of volunteers and a few hundred employees form the *Force Behind the Forces*. Fueled by the collective impact of this network of military supporters, we go where no other nonprofit organization goes to keep our service members connected to everything that gives meaning to their service.

For more information, visit www.uso.org/about

United Service Organizations
2111 Wilson Blvd, Suite 1200
Arlington, Virginia 22201



PROJECT SUMMARY

Our USO centers around the world provide many different versions of the same thing – a place to relax and connect while off duty. We offer free internet connections, and a comfortable place to watch a movie or read a book. Troops can even call home from many of our centers and USO airport lounges.

[USO centers](#) don't just offer respite for our men and women in uniform - they also provide a sense of security for parents and loved ones back home. If they know their military member is at the USO, they know everything is okay.

The USO operates in than 220 locations around the world. We employ nearly 600 people, most of whom work in the field. That means at any one time in any USO location, there is usually one paid staff member, augmented by the [army of volunteers](#) who make this organization function.

In **2019, USO centers were visited more than 8.1 million times** by service members and their families. USO centers provide a warm and comforting place where service members can connect to loved ones via Internet or phone, play a video game, catch a movie, have a snack or just put their feet up and relax.

USO requires an Architectural Design Firm to provide architectural design services and construction support services for prospective USO Centers located within the Continental U.S. and Alaska.

PURPOSE

The USO expects to make one award under this RFQ. The period of performance is **3 years (May 24, 2021 – May 23, 2024)**. The anticipated contract award date is approximately **May 3, 2021**.

This will be a **Percentage Fee and Time and Materials** type contract. Any related travel expenses required to support the contract if encountered in the course of this contract will be billable on a cost reimbursable basis with no fee or markup. The Vendor will operate at the direction of and receive guidance from the USO.



Contents

PROJECT SUMMARY.....	iii
PURPOSE	iii
PROJECT REQUIREMENTS	2
Scope of Work (SOW)	2
Project Tasks	2
Cost Proposal	3
TERMS AND CONDITIONS	3
Project Summary.....	3
Purpose	4
Submission Deadline.....	4
Key Deliverables.....	4
Period of Performance.....	4
OTHER REQUIREMENTS	4
Coupa Sourcing Management Software	4
Furnishing of Equipment/Property.....	4
Place of Performance.....	5
Hours of Service	5
Insurance.....	5
Non-Disclosure Agreement.....	5
Organizational Conflict of Interest.....	5
Compliance	5
Quote Evaluation Criteria	6
Submission Guidelines	6
POST-SUBMISSION INFORMATION	7
Withdrawal or Modification of Proposals.....	7
Late Submissions.....	7
Best and Final Offers.....	7
Retention of Proposals.....	7
POST-AWARD INFORMATION	7



Anticipated Award Date.....	7
Post-Award Conference/Kickoff Meeting.....	8
Notice to Proceed	8
Period of Performance.....	8
Documentation Requirements	8
Basis of Compensation to the Vendor	8
Billing and Payment Procedures	8
Debrief – Post-award	9
Protests/Appeals.....	9



PROJECT REQUIREMENTS

Scope of Work (SOW)

The Vendor selected will provide Architectural Design Services and Construction Support services for the design and construction of USO Centers within the Continental U.S.

Project Tasks

- 1.0 Architectural Design:** Provide architectural design and construction phase services, as required for successful interior space alteration projects to include demolition and selective reuse of existing improvements, as needed. Architect will be required to design to the budget as established by the project team at the onset of the projects, and will be responsible for creating "Pricing Plans" and working with the General Contractors to refine the design/budget at appropriate intervals throughout the projects.
- 2.0 Survey of Existing Space:** Survey existing spaces and create accurate as-built plans.
- 3.0 Final Programming:** Provide final programming to document current and future space requirements.
- 4.0 Space Planning:** Provide a clean sheet design based upon the programming exercise and strategy/design meetings held with USO. Include at least two (2) plan revisions and a reasonable number of minor revisions.
- 5.0 Schematic Design:** Provide at least two (2) revisions and timeline to review.
- 6.0 Design Development:** Provide at least three (3) color/finish palette options and two (2) major revisions, furniture layout, conceptual branding locations/style, and appropriate meeting timeline to review. Coordinate with the IT teams and appropriate consultants to document technical requirements (LAN cabling, AV, etc.). Assist USO in collecting feedback on design and furniture options from a recommended selection of management and/or staff.
 - 6.1** Must work with Applica Solutions, Inc. a USO preferred furniture vendor.
 - 6.2** Must be familiar with or become familiar with the USO Marketing Brand Book which will be utilized in the Design Development and Process.
- 7.0 Construction Documents:** Provide typical coordination with the MEP and Structural Engineers and lighting designs. MEP engineers to be procured by USO.
- 8.0 Permitting:** Coordinate with the Construction Manager / Permit Expeditor (hired by USO) to prepare plans and forms required for compliance with the local permitting regulations. Respond to permitting comments and questions and issue formal responses as required.
- 9.0 Pricing Plans:** Create "Pricing Plans" as required during the design phase to assist in the development of the construction budgets. Review final bids/proposals (procured by USO's construction/project manager) and provide feedback to ensure that the documented scope of work is accurately captured by the Contractors.
- 10.0 Construction Administration:** Provide typical construction phase tasks to include attendance at weekly on-site construction progress meetings. Provide one (1) punchlist inspection and one (1) final inspection, per construction phase.



- 11.0 Lighting Plans:** Provide lighting plans that specify light fixtures available through at least two (2) sources. The plans must indicate that two (2) lighting bids are required, or that a proposed alternate must be submitted if a specialty fixture is available through only one source. Architect must consult with the project team before collaborating with a lighting dealer, and the lighting dealer selected must share detailed pricing quotes with the project team and not solely through their distributor. No exceptions to this requirement.
- 12.0 Team Members:** Provide team members/staff/personnel with bios that reflect experience working on projects that address the Scope of Work requirements.

Cost Proposal

Vendor should provide a description of their proposed fee structure as it relates to the Tasks outlined in the Scope of Work. If a Fixed Fee rate is proposed Vendor should demonstrate what the basis would be in determining a total fee charged for the project, (e.g., fee x total square feet of renovated space). If proposed fee structure would be on an hourly basis then provide the hourly rates per personnel proposed for the Scope of Work and examples of what that would look like, (e.g., renovation of space for a new 13,627 square foot USO Center).

If Vendor proposes a Fixed Fee with a Time and Materials component then provide an example of what that would look like under the example of the proposed 13,627 square foot USO Center and which Tasks in the Scope of Work would fall under a Fixed Fee calculation and which Tasks would fall under a Time and Materials calculation.

If Vendor utilizes a fee or markup in the Time and Materials calculation provide how that would be applied and substantiate the use of a fee or markup.

Vendor shall provide hourly rates of Team Members proposed.

TERMS AND CONDITIONS

Project Summary

Our USO centers around the world provide many different versions of the same thing – a place to relax and connect while off duty. We offer free internet connections, and a comfortable place to watch a movie or read a book. Troops can even call home from many of our centers and USO airport lounges.

[USO centers](#) don't just offer respite for our men and women in uniform - they also provide a sense of security for parents and loved ones back home. If they know their military member is at the USO, they know everything is okay.

The USO operates in than 220 locations around the world. We employ nearly 600 people, most of whom work in the field. That means at any one time in any USO location, there is usually one paid staff member, augmented by the [army of volunteers](#) who make this organization function.



In **2019, USO centers were visited more than 8.1 million times** by service members and their families. USO centers provide a warm and comforting place where service members can connect to loved ones via Internet or phone, play a video game, catch a movie, have a snack or just put their feet up and relax. USO requires an Architectural Design Firm to provide architectural design services and construction support services for prospective USO Centers located within the Continental U.S.

Purpose

The USO expects to make one award under this RFQ. The period of performance is **3 years (May 24, 2021 – May 23, 2024)**. The anticipated contract award date is approximately **May 3, 2021**.

This will be a **Percentage Fee and Time and Materials Contract**. Any related travel expenses required to support the contract if encountered in the course of this contract will be billable on a cost reimbursable basis with no fee or markup. The Vendor will operate at the direction of and receive guidance from the USO.

Submission Deadline

All quotes and proposals should be sent no later than 5 pm (ET) on **April 23, 2021** through Coupa Sourcing.

Key Deliverables

The Vendor shall provide the deliverables according to the agreed upon time frames identified by each project.

Period of Performance

The period of performance for the project is **3 years (May 24, 2021 – May 23, 2024)**.

OTHER REQUIREMENTS

Coupa Sourcing Management Software

This RFQ will be hosted using Coupa Sourcing Management Software. The Vendor is required to use Coupa Sourcing for all communication and submissions related to this RFQ. The USO will provide the Vendor with all necessary tools to access the Coupa Sourcing Management Software.

Furnishing of Equipment/Property

The Vendor shall furnish its own office, equipment, personnel, and technology.



Place of Performance

With the exception of travel and/or specific requirements as outlined in the RFQ that relate to the Scope of Work and/or Task Deliverables the Vendor is required to provide the facilities necessary to execute the SOW. The Vendor shall choose its staff or acquire the necessary personnel support and provide suitable work facilities.

Hours of Service

The Vendor shall be available Monday through Friday, between 8:30 am and 5:30 pm (ET). USO has regular observance of federal holidays: New Year's Day; Birthday of Martin Luther King, Jr.; Washington's Birthday; Memorial Day; Independence Day; Labor Day; Veterans Day; Thanksgiving Day; Day after Thanksgiving Day and Christmas Day.

Insurance

The Vendor, at its own expense, shall provide and maintain the general liability insurance in support of an awarded contract for the entire duration, including option years, with \$1 million minimum coverage and up to \$3 million or at a level required and relevant to the project requirements. The Vendor assumes absolute responsibility and liability for any and all personal injuries or death and/or property damage or losses suffered due to negligence of the Vendor's personnel in the performance of the services required under this contract.

Non-Disclosure Agreement

The Vendor shall not release any sensitive, confidential, or proprietary information without prior written approval from the USO. At the time of the contract award, the Vendor may be required to sign a Nondisclosure Agreement (NDA), and at each subsequent option year, if applicable and exercised.

Organizational Conflict of Interest

The Vendor agrees to disclose any conflicts of interest on the part of the Vendor that has the potential to bias or has the appearance of biasing its obligations under this RFQ. Vendor warrants that there is no undisclosed conflict of interest in Vendor's other contracts or agreements or other employment or in the operation of the Vendor's business with the proposed services to be performed under this RFQ.

Compliance

Upon the request of employees or other persons with disabilities participating in official business, the Vendor must arrange necessary and reasonable accommodations for the impaired individual(s) per Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794 (d)).



Quote Evaluation Criteria

The USO will evaluate proposals in compliance with the Scope of Work and requirements stated in this RFQ. An award may be made to the Vendor who proposes the best overall value for the USO as determined by USO in its sole discretion. The USO will consider the evaluation factors indicated below. See Submission Guidelines (below) for a description of the categories.

The USO reserves the right to reject proposals that are unreasonable low or high in price.

The price will be determined with regard to the fulfillment of the requirements listed in the Scope of Work. In Coupa Sourcing, the Scope of Work is split out under forms: 1.) Project Solution, 2.) Corporate Qualifications, and 3.) Past Performance

Category	Rating
Section 1: Project Approach	Pass – The Vendor has demonstrated that they have the skills, experience, and capability to perform the Scope of Work. Vendors must receive a rating of “pass” on the Technical Capabilities in order to be considered.
Section 2: Quote for Services	Best Quote – The quote is the Best Value price received among the Vendors who have demonstrated that they can perform the work.

***Note: USO will assign a Pass / Fail Scoring system.

Submission Guidelines

- Download Vendor Step by Step Guide – Coupa Sourcing
- Download and review “Terms & Conditions”
- Download “Scope of Work” (Forms in Coupa Sourcing)
 - Project Solution
 - Corporate Qualifications
 - Past Performance
- Download “Supporting Documentation”, if applicable
- Form / Questionnaire Responses:
 - All text should be Calibri 11 point with one-inch margins and single-spaced.
 - Graphics and tables may be included. We accept MS PowerPoint, MS Word, MS Excel, or Adobe PDF formats.
 - Download each "QUESTION" and upload each "RESPONSE".
- Add the total cost
- Attach “Cost Proposal”



POST-SUBMISSION INFORMATION

Withdrawal or Modification of Proposals

A Vendor may modify or withdraw its proposal on or before **April 23, 2021, at 5:00 pm**. This is done through Coupa Sourcing.

Late Submissions

Late proposals, requests for modification, or requests for withdrawal shall not be considered.

Best and Final Offers

Subsequent to receiving the original proposals, USO reserves the right to notify all technically acceptable Vendors within the competitive range and to provide them an opportunity to submit written best and final offers (BAFOs) at the designated date and time. This will be done through Coupa Sourcing "Messaging" tool.

BAFOs shall be subject to the late submissions, late modifications, and late withdrawals of proposals provision of this RFQ. After receipt of a BAFO, no discussions shall be reopened unless the USO determines that it is in the USO's best interest to do so (e.g., that information available at that time is inadequate to reasonably justify Vendor selection and award based on the BAFOs received). If discussions are reopened, the USO shall issue an additional request for BAFOs to all technically acceptable Vendors still within the competitive range.

At its discretion, the USO reserves the right to also invite Vendors who are technically acceptable to make a presentation to the USO on the proposed effort for technical and management approaches identified in the submission. The USO will notify Vendors who meet the qualifications and provide the date, time, and format for the presentation.

This RFQ does not commit the USO to engage in any business transactions or enter into any contractual obligations with Vendors.

Retention of Proposals

All proposal documents shall be the property of the USO, retained by the USO, and not returned to the Vendors.

POST-AWARD INFORMATION

Anticipated Award Date

The anticipated notice of award date is **May 3, 2021**.



Post-Award Conference/Kickoff Meeting

Upon notice of award, the USO will coordinate an award kickoff meeting within 7 days with the Vendor. The date, time, and location will be provided at the time of the award.

Notice to Proceed

Immediately upon receipt of notice of award, the Vendor shall take all necessary steps to prepare for performance of the services required hereunder. The Vendor shall have a maximum of 10 calendar days to complete these steps.

Following receipt from the Vendor of acceptable evidence that the Vendor has obtained all required licenses, permits, and insurance and is otherwise prepared to commence providing the services, the USO shall issue a Notice to Proceed.

On the date established in the Notice to Proceed (this notice will allow a minimum of seven calendar days from the date of the Notice to Proceed unless the Vendor agrees to an earlier date), the Vendor shall start work.

Period of Performance

The performance period of this contract is from the start date established in the Notice to Proceed and continuing for a one-time project-based effort, **lasting 3 years (May 24, 2021 – May 23, 2024)**. The initial period of performance includes any transition period authorized under the contract.

Documentation Requirements

The Vendor may be required to provide documentation to support its legal ability to operate facilities in the United States.

Basis of Compensation to the Vendor

The USO expects to award a Time and Materials contract for the SOW and budget that is proposed; negotiated with the USO during the contract award or the Best and Final Offer process; and listed in the agreement executed between the organizations. Any Vendor quality issues that result in the re-drafting of work or increased labor required to meet deliverables during the performance of the contract are the financial responsibility of the Vendor, and re-work will be done at the Vendor's expense.

Billing and Payment Procedures

The USO currently utilizes electronic invoicing. Invoices shall be provided to the USO on a monthly basis by submission to "Coupa Supplier Portal". Instructions on accessing the portal will be provided post-award.



Debrief – Post-award

The Vendor(s) not selected may receive a post-award debriefing provided a written request is submitted to procurement@uso.org within three calendar days from the Notice of an Award. At the USO's sole discretion, the debriefing will be provided verbally.

Protests/Appeals

USO is not a government agency and therefore, USO's procurement decisions, including awards and decisions not to award, resulting from requests for procurement, requests for quotes, requests for information, or other procurement processes, are made in USO's sole discretion and are not subject to protest or right of appeal.