

University of Colorado at Boulder

**Request for Qualifications  
INFORMATION PACKET**

**PR005050 - UMC Food Services Renovation**

The University of Colorado at Boulder proposes to plan, design, and renovate two facilities to re-commission current administrative office areas for student residence hall facilities. This packet provides information and procedures regarding:

- I. PURPOSE / BACKGROUND**
- II. SCOPE OF SERVICES**
- III. SCHEDULE**
- IV. SELECTION CRITERIA**
- V. RESPONSE FORMAT**
- VI. OTHER INFORMATION**

This RFQ is for the purpose of selecting an architect to design, prepare construction documents, assist with bidding and negotiations, administer the construction contract, and provide a warranty walk-through at the conclusion of the project. **All consultants should carefully examine the materials contained in this packet prior to submitting their response to this RFQ.**

**Contact Person:** Thomas E. Goodhew, Facilities Planner  
*Phone: (303) 492-0347 / Fax: (303) 492-4082*  
*E-Mail: Thomas.Goodhew@colorado.edu*

**Date of Issue:** Monday, July 20, 2009

**Pre-Submittal Meeting:** Tuesday, August 4, 10:00am.  
University Memorial Center, Room 245  
1669 Euclid Avenue, Boulder, CO  
CU-Boulder, Main Campus

**Due Date:** Tuesday, August 25 2009, 4:00 p.m.

**Submittals to:** Paul M. Leef, AIA  
Campus Architect  
Department of Facilities Management  
University of Colorado at Boulder  
RL-2, 1540 30th Street, 3rd Floor Reception Desk  
453 UCB  
Boulder, CO 80309-0453

## **I. PURPOSE / BACKGROUND**

### **A. Program Description**

As the University Memorial Center (UMC) prepares to serve the next generation of CU students, the Food Service Commission proposes a renovation of the UMC Food Service retail area. Specifically, the Alferd Packer Grill serving area, the surrounding dining seating areas, and Baby Doe's are addressed in this proposal. The Food Service Commission was specifically created to review previous Food Service renovation studies, previous market analysis, and work done by previous student review groups, and come up with a viable plan to update the dated food retail areas in the UMC. This proposal takes into account the work done over the previous four years which involved a concept of a full-scale renovation of the area, and scales it down to a proposed Phase I of potential multi-phased future projects in order to enhance the overall dining experience to CU students, faculty, staff, and guests while at the same time improving the program's operational ability, flexibility, sustainability, and financial success.

– The plan for the seating area is to selectively refinish the space, while improving the functionality. The renovation will create “neighborhoods” of seating, breaking up the current warehouse look. New architectural finishes are planned to include paint, graphics, signage, flooring, ceilings, and furnishings. Additional power and access to outlets for laptops are planned, lighting modification, (both task and architectural) is also included.

– The grill and servery area needs to be revamped. The new concept opens up the various food concepts so that patrons can visually scan their options. Today, too many of the food options are difficult to find and segregated from each other. The plan is to open up the facility as much as possible. This brings an excitement and improved atmosphere to the area with additional light and visual queues.

### **B. Program and Facilities Needs**

The last time the UMC Food Service retail area received major renovation was in 1985. The needs of college students and other customers have changed dramatically in the past 23 years. Students are much more consumer savvy and value conscious than they were back then. Student values have also evolved into being more socially responsible and concerned about the global economy and global environment. Sustainability issues were practically unheard of back in 1985 and locally grown product desires were not on anyone's radar. Display cooking that has become the norm in much of the food industry neither was common nor designed into the Alferd Packer Grill kiosks. Flexibility to adapt to students' ever changing needs was not built into the operations. This project will take some of these issues into account and either address them directly or help plan them into future phased renovations.

The Alferd Packer Grill, or servery in the dining space needs a significant overhaul. The current configuration of space is functionally obsolete, making it extremely difficult to provide students with the quality and food types being requested. The infrastructure for food offerings needs to be more flexible so that the facility can adapt easily in the future and as students needs change. The equipment needs to be replaced and the ambiance in these areas will be improved while improving the functionality.

The north and east dining areas are of major concern. These areas are very dismal and the furnishings are uncomfortable. The atmosphere is uninviting and sends a very uncomfortable feeling throughout the space. The space lacks natural light, power for computing, areas for gathering, comfortable settings, flexibility, and is just plain outdated. Furniture and architectural finishes need to be selectively replaced. The “student warehouse” feel is one of the biggest complaints about areas within the UMC.

The neighborhood concept is meant to break up the large expansive space. In lieu of using walls or partitions, the concept is to use varying furnishings, densities of seating, banners, and flooring and lighting patterns to create varying atmospheres within the space. Some may be conducive to larger group gathering, some to individual seating, and others to any imaginable setting in between. Everything will be flexible so students can manipulate the furnishings to meet their individual needs. The variety will also allow for an increased occupancy level and improved use of the space. The ambiance and success in this area is key to the success of the entire food service operations.

Modification to the bussing stations is an important aspect of the renovations. Current configurations are labor intensive for the food service staff and not conducive to encouraging the patron to self-bussing the tables. Today's students are interested in the concept of 'zero waste' stations and trash receptacles; recycling stations are to be incorporated into the seating areas.

### **C. Space Needs Analysis**

**Objective 1:** By opening up the front-of-house and entrances of the Alferd Packer Grill, visibility to the menu offerings will improve, as well as provide a more inviting and welcoming atmosphere. For example, removing the existing cobalt blue tile wall could offer a more open and inviting environment, which will in turn allow for a different placement of the cash registers and allow for better customer flow. A different display layout would also be possible as well as a review of how existing columns interact with the space. Beverage station placement would be evaluated to determine the proper mix of product and most efficient location. A review of how customers enter and exit the serving area would allow for a change of traffic flow efficiency.

**Objective 2:** By changing the traffic flow, better use of space can occur. Investigating self-serve pay station options may offer ways to improve the traffic flow of students moving through customer service areas and create a more convenient experience for all customers. Other creative means of moving customers from food choice areas to point-of-sale areas should be investigated. Improved signage would also help customers find their way to and around the service area and speed up the purchasing process. This signage would also result in more attractive and readable menu boards.

**Objective 3:** Improved seating efficiency would result in being able to accommodate more customers, thus positively affecting customer service and the Food Service bottom line. Currently the north and east dining rooms are equipped with many large and inefficient five and six person seating round tables. These tables are often used by a single person, making the space look like there are no tables and seats available. Smaller two and four top tables strategically placed throughout the dining halls could improve the seating efficiency without adding any new dining room square footage. Smaller, more intimate seating arrangements will also be more conducive to conversation and engagement and provide less of a "large high school cafeteria feel". Perhaps bar stool type seating and/or booth seating, and more soft seating will make the space more attractive, especially to students. Creating an atmosphere more conducive to studying, with additional power outlets for laptops will also be attractive to students. Redesigning the space to serve a multi-purpose function will facilitate students and student group interaction and encourage them to "have a presence in the space".

**Objective 4:** Improved ambiance in general will make the space more appealing to customers. A different color pallet and softer lighting schemes will contribute to the space's multi-purpose mission. Making bussing stations less of a focal point while keeping them conveniently located will also improve the ambiance of the space. A study of the ceiling grid to make the space more appealing would be appropriate. Improved lighting and displays will enhance the presentation of the food and contribute to increased sales. Adding greenery throughout the space could make it more attractive as well. Finally,

breaking up the dining space with perhaps moveable partitions or by creating different levels of seating will help reduce the cavernous feeling of the dining areas.

**Objective 5:** The Baby Doe's area is in need of an identity. The current schizophrenic configuration prevents it from being either a coffee shop, or a convenience store. A review of the Baby Doe's product mix will help identify what physical changes, if any, will be needed to keep Baby Doe's as a high volume/high customer count and convenient food outlet. Possible changes include more grab-n-go options, better pastry display areas, different types of coffees, and a general improvement of product presentation.

#### **D. Projected Scope, Size and Cost**

The total project budget for The UMC Food Service Renovation is \$1,995,750 for 21,180 GSF of renovation work which will include two types of work: 1- Upgrades to existing grill servery space totaling approximately 5,500 GSF; 2-Renovation of seating areas adjacent to the servery approximately 14,680 GSF. These are total project costs including fees, administrative costs and furnishings that are from operational accounts.

#### **E. Relationship to Institutional and Facilities Master Plans**

The Program Plan identifies this project's consistency with University long range plans and supports the [Flagship 2030 Vision](#) and the [Campus Master Plan](#). As a flagship institution, CU should have facilities and services that are of the highest caliber. Currently the UMC Food Services facilities do not meet these standards of excellence. This project will begin the process to bring them up to flagship standards. CU students and the rest of the campus community will benefit from an improved and affordable dining experience.

## **II. SCOPE OF SERVICES**

### **A. General**

The University desires complete architectural design and engineering services necessary for the renovation and construction of a retail food operation. To that end, the consultants may be required to provide services beyond those listed in the description below.

### **B. University Services**

The University will provide surveys, maps, and all base data available on the proposed site, including existing building plans, utilities, and related work completed to date.

The feasibility study for this project, entitled *University Memorial Center – Feasibility Study*, dated November 24, 2008 is included with this RFQ.

The latest University standards for construction and materials can be viewed on-line at: <http://www.colorado.edu/facilitiesmanagement/pdc/construction/standards/index.html>

Existing building plans for the existing facility and other adjacent structures that may be impacted by this project may be obtained from the CU-Boulder, Department of Facilities Management CAD Office.

## C. Consultant Services

The list of services that are designated by the University include but are not limited to:

- Participate with the University's public review process as appropriate, including, but not limited to, meetings with students, staff, faculty, the University's [Design Review Board](#), the [Boulder Campus Planning Commission](#)\*, and others as necessary. Reviews through these committees will depend on the extent of exterior work required by the conversion back to residence halls.
- Participate with the University in the selection of any mechanical, electrical, food service and technology consultants.
- Work to achieve the University's goals on MBE/WBE participation.
- Confirm and enhance programmatic data collected to date with input from proposed users, Facilities Management, and others as appropriate.
- Lead design team meetings, documenting results and decisions made and distributing them to design team members, including the CU-Boulder Campus Architect.
- Provide conceptual, schematic, design development, and construction documents necessary to secure approvals of the University. Each submission shall include appropriate architectural, FF&E, mechanical, electrical, technology, and life-safety information. All drawings shall be submitted in AutoCAD (Autodesk Inc.) .DWG format at the current highest release level or level that is 100% compatible to the current highest release level.
- Provide sustainability planning to meet the minimum requirements of the High-Performance Buildings Act.
- Provide *Building Information Modeling* of all major building systems suitable for coordination with work developed by the GC.
- Provide supporting documentation necessary at each phase for proper review by the Department of Facilities Management and client including but not limited to opinion of probable cost, specifications with appropriate detail, code analysis, narrative description of project, and other materials appropriate to each phase of design. Cost estimating sufficient to evaluate the GC estimate is required.
- Participate in the University's technical review process and respond to all comments made during the review.
- Work diligently and in good faith to meet the schedule.
- Participate in the selection of qualified General Contractors with the university prior to bidding of the project.

\*Review by boards may be necessary if exterior changes are required.

- Provide bidding documents in sufficient quantity to facilitate competitive prices for this project. Respond to questions made by bidders and documenting those answers in the form of addenda.
- Provide construction administration services including field observation, shop drawing and submittal review, participation in weekly construction meetings, responding to Requests for Information, issuing Proposal Requests, review of progress payments made by the contractor, review and comment on contract change orders, and other services required for successful construction of the project.
- Provide project close-out services including operations and maintenance manuals, record documents, and other necessary materials. Building record documents including “as-built drawings” must be complete and delivered within three months of the completion of the project.
- Provide commissioning assistance for mechanical, electrical, and technology systems with University engineers.
- Provide warranty reviews at six and eleven months after acceptance of the project by the University.

### III. SCHEDULE

The SB 92-202 capital construction process dictates the following schedule. The selected consultant must demonstrate that they have sufficient resources to meet this tentative schedule.

- |  |                          |
|--|--------------------------|
| • Issue RFQ for Architectural Services           | July 20, 2009            |
| • Pre-Submittal Meeting                          | 10:00 AM, August 4, 2009 |
| • Deadline for Submittals                        | 4:00 PM, August 25, 2009 |
| • Committee Screening of Submittals/Shortlisting | August 27 2009           |
| • Consultant Interviews                          | September 3, 2009        |
| • Chancellor’s Approval of Architect Selection   | September 2009           |
| • Second-tier Consultant Interviews              | September 2009           |
| • Conclude Contract Negotiations                 | October 2009             |
| • Design Start                                   | October 2009             |
| • Design Complete                                | February 2010            |
| • Construction Document Review by CU             | February 2010            |
| • Advertise for Bidders                          | Early March 2010         |
| • Pre-Bid Meeting                                | Mid-March 2010           |
| • Bid Opening                                    | April 2010               |
| • Execute Contract                               | May 2010                 |
| • Notice to Proceed for Construction             | May 2010                 |
| • Construction Complete                          | October 2010             |

The University expects to enter into aggressive contract negotiations with the top ranked firm such that design can begin immediately after the Chancellor approves the selection.

#### **IV. SELECTION CRITERIA**

Consultant responses shall furnish credentials to be evaluated according to selection criteria established by the Board of Regents. These criteria include:

##### **A. Recent, direct experience with projects of a similar scope and budget**

- Demonstrated firm design expertise, qualifications, and experience with similar projects.
- Evidence of experience and qualifications for providing architectural design services to a public entity.
- Experience with designing to a program and budget.
- Evidence of experience and qualifications of staff that will be assigned to this project including their roles and their roles on projects listed under the firms' experience.
- Location within Colorado of the team's principal office, and availability and appropriateness of and need for special consultants.

##### **B. Design and Understanding of the project and University goals**

- Demonstrated interest and understanding of this particular project (consisting of a union food service facility), by this organization (a major university), in this particular place (the City of Boulder).
- Sensitivity to the goals and objectives of the mission of the University Memorial Center, the University of Colorado and the requirements as reflected in the request.

##### **C. Demonstrated ability to plan, schedule, and manage this project or one of similar scope and budget.**

- Commitment to projects of this size, scope and magnitude. (e.g. description of tasks attributed to each team member including who is in the lead for each task).
- Familiarity with institutional projects and availability of adequate resources (staff and facilities) to appropriately handle a project of this size and complexity (e.g. work load projections for firm(s) and staff).
- Ability to collect, organize, synthesize, and communicate complex information from university administration, University Memorial Center departments, and student representatives in a timely manner. (e.g. communication tools, technology, etc.).
- Description of the firms cost estimating procedures and methodologies.
- Description of firm's methodologies for meeting the universities WBE/MBE goals.

#### **D. Demonstrated understanding of the financial constraints of this project.**

- Ability to scale work performed to fall within the client's limited budget.
- Maintaining the proposed project schedule incorporating the scope of work and the dates listed in this information packet. (e.g. provide a schedule incorporating the dates listed in this submittal and indicating the appropriate review periods).
- Acknowledgement that the anticipated fee for this project is to be approximately \$214,609, and that it includes all services discussed in this solicitation, including, but not limited to the following consultants: mechanical, electrical, plumbing, fire sprinkler, structural, and food service.
- Anticipated percentages of the effort and the fee devoted to the design effort for the major components of this project. This is not a fee request only an assessment of effort.

#### **E. Commitment to the University of Colorado at Boulder Design Guidelines**

- Recognition of the importance of the role of the campus architecture in defining CU-Boulder as a unique place.
- Certification of having read the Boulder Campus Design Guidelines available at: <http://fm.colorado.edu/construction/DesignGuidelinesforPlanningatCUBoulder.html>  
This should include a discussion of the design architect's vision or process for accomplishing this project within the Design Guidelines.
- Understanding of the University of Colorado's design process, and responses consistent with the Boulder campus requirements.

To maximize the University's understanding of the consultant's credentials and qualifications, the University reserves the right to request of any consultant further clarification of its position or to supply additional information deemed necessary to further assess the consultant's qualifications, or to reject any or all responses received.

A screening committee, chaired by the Campus Architect or designee and composed of representatives from the UMC, the University of Colorado Design Review Board and Facilities Management staff, will review the submittals, conduct oral interviews, and provide a ranked recommendation of three applicants to the Chancellor for his consideration.

#### **V. RESPONSE FORMAT / SUBMITTAL OF QUALIFICATIONS**

- Respondents will provide two (2) copies of their response packets. Material should be bound-in and consist only of material in direct response to the selection criteria. Each packet must be in the following format or the University may deem the submittal to be non-responsive.
  - (1) **Cover Letter** – one page, bound-in, summarizing the overall qualifications of the team – **in particular the member responsible for leading the design team** – and including address, phone, **e-mail**, and fax numbers for **one** primary contact person.

- (2) **Table of Contents** – identifying page numbers for criteria requested below.
  - (3) **Summary of Experience** – similar projects or experiences with the scope of services requested. Provide dates of service and name of principal project person involved.
  - (4) **Understanding of the University’s Goals** – consultants’ understanding of the goals and objectives of this project and the consultants’ role in fulfilling each.
  - (5) **Methodology** – consultants’ methods of achieving the University’s goals and objectives including, but not limited to, processes, and MBE/WBE participation.
  - (6) **Financial Constraints:** Consultants’ understanding of the financial and schedule constraints of the project.
  - (7) **Commitment to Campus Design Guidelines:** Consultants’ commitment to maintaining the architectural heritage of the Boulder Campus.
  - (8) **Appendices** – other materials the consultant wishes to submit **not to exceed 10 pages**.
- Submittals will be received by the University at the following address no later than 4:00 p.m. on Tuesday, August 25, 2009. **The University will not accept submittals received after this noted time and date.**

*Paul M. Leef, AIA  
Campus Architect  
University of Colorado at Boulder  
RL-2, 1540 30th Street, 3rd Floor Reception Desk (FEDEX, UPS or hand)  
453 UCB (US postal Service)  
Boulder, CO 80309-0453*

***NOTE: Submittals through U.S. Postal Mail should use the campus box number, 453 UCB, rather than the street address.***

- All materials submitted in response to this RFQ become the property of the University. The University will return materials from unsuccessful submittals upon request received within 10 working days of the close of submittals.
- The University is not responsible for any submittal preparation expenses, submission costs, or any expenses incurred in negotiations or site visits.

## **VI. OTHER INFORMATION**

## A. Questions and Inquiries

- After receipt of this Information Packet, applicants may submit questions to Thomas E. Goodhew, Facilities Planner, by fax to (303)492-4082 or by e-mail to: [Thomas.Goodhew@colorado.edu](mailto:Thomas.Goodhew@colorado.edu)

Questions will be compiled, and every effort will be made to answer the questions at the time of the Pre-Submittal Meeting and on the project web page (see D. below).

## B. Pre-Submittal Meeting / Site Visit

- The informational Pre-Submittal Meeting will be on held **Tuesday, August 4, 2009 at 10:00 AM** at the **University Memorial Center, (UMC) Room 245 – 1669 Euclid Avenue, Boulder, Colorado** A map can be viewed at: <http://www.colorado.edu/campusmap/map.html?bldg=UMC>

**Parking is available in the Euclid Parking Structure to the east of the UMC for a fee.**

This informational meeting will provide additional information about the project. A tour of the work location will follow.

Attendance at the Pre-Submittal Meeting is not mandatory although information presented may be very informative; it is advisable to attend or send a representative in order to be better able to prepare viable submittals.

## C. Addenda

- The University reserves the right to issue addenda to the RFQ at any time as a result of questions, change in acquisition schedule, or other matters. Such information will be posted on the Consultant Selection Information web page listed in Section VI-D below and on the State of Colorado Bids page. The University also reserves the right to cancel or reissue the RFQ.

## D. Project Web Page

- CU-Boulder maintains a project information web page to assist in communicating with potential consultants. Information on questions received, addenda, meeting notices, background information and links to other important information is available on this site. For up-to-date information about this project consultants interested in this project should **frequently** visit: <http://fm.colorado.edu/planning/consultantselection/UMCFoodServiceRenovation.html>

The university reserves the right to clarify, modify, waive or withdraw any or all of the requirements or information contained in this solicitation. Notice of any such change will be posted on the project web site listed above.

## E. Selection of Firms for Interviews – “Shortlisting”

- Upon receipt of submittals by those interested firms the Screening Committee will review and determine those firms best qualified to be interviewed. This determination will be based on the five criteria as set forth by the Regents, discussed previously in section entitled SELECTION CRITERIA. Those firms deemed best qualified for interviews will be notified by telephone and e-mail after screening is completed.

## F. Interviews

- An oral presentation will be required after the University screens written submittals and selects those firms best qualified to be interviewed for this project.
- The scheduled date for oral interviews by the screening committee will be **Thursday, September 3, 2009**; each shortlisted firm will have 30 minutes for presentation and 20 minutes for questions and answers from the selection committee.
- Each firm should be prepared to discuss and substantiate any of the areas of the RFQ it has submitted, its own qualifications for the services required, and any other area of interest relative to this RFQ. Interviewees should focus their presentations on relevance of their qualifications to this specific project, rather than repeating information contained within the submittal.

*The University of Colorado at Boulder strongly supports the principle of diversity in all its forms. We are interested in receiving applications from women, ethnic minorities, persons with disabilities, veterans, and veterans of the Vietnam era.*