

REQUEST FOR PROPOSAL

PROJECT NO. RFP 19-19

WAYFINDING & GRAPHICS STANDARDS PROGRAM CONSULTANT

QUESTIONS AND ANSWERS No. 001

Date: November 30, 2018

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

Q1. Scope Clarifications

The tasks outlined do not seem to be in the appropriate order. Task 3 is to develop Design Standards but Task 4 is where the actual design process is outlined and the Signage Program Plan is documented.

What definition of Design Standards are being used for Task 3? It is hard to understand how the design standards are to be established before the design process (Task 4) is undertaken. Can you further explain what Task 3 means and can we provide an alternate approach with the design (Task 4) coming before the documentation of the Standards (Task 3)?

Response: The winning proposal will guide HCC through development of design standards during the design process, followed by System-wide inventory and installation

Q2. Price Proposal

Section 2 is to be provided in a separate sealed envelope. Please confirm that the fees are to include expenses such as travel and printing? Please confirm that the fee is then to be broken down by Task including expenses for a lump sum total.

Response: Proposer must complete Section 2 in its entirety, and may supplement this section with additional pages as to provide HCC with a more detailed breakdown, backup and/or options of related cost associated with the services being solicited in this solicitation. The Total Cost for the solution provided must be a turnkey cost inclusive of but not limited to travel and living expenses. Therefore, fees are to include expenses (all) and fees may be broken down by task for a lump sum.

Q3. Please confirm that the Small Business form Attachment No. 4, Contractor and Sub-Contractor Participation Form is to be provided within the binder, lists how the fees are divided among team members including expenses? Please also confirm that it is acceptable to include Attachment No. 4 in the binder even though it is will expose the fees prior to opening of the separate envelope of the Price Proposal.

Response: Yes, Attachment No. 4, is to be included in the binder.

Q4. Internship

The defined internship outlines opportunities to include student internships to better prepare HCC students for the work force. Does HCC require that student interns are paid by the consultant or is it simple mentoring the students through participation in the project?

Response: For additional information regarding the internship program, please contact Mr. James Mable, Director of Career and Job Placement Services at 713-718-6485.

Q5. How many campuses/areas will need wayfinding plans?

Response: HCC operates approximately 81 separate buildings. Approximately 71 require wayfinding and graphics modifications.

Q6. Are the wayfinding plans meant to include sign location plans and message schedules?

Response: Yes.

Q7. Is interior wayfinding included?

Response: Yes.

Q8. Page 8, 1d. addresses the potential for conditions in the proposal to be grounds for disqualification. To provide a fixed fee we would need to specify number of meetings, expectation of HCC participation, etc. Will such conditions disqualify our proposal?

Response: No, the proposer may ask HCC, for necessary documents and clarification data to complete its final proposal. Disqualification, would be based on any type of irregularities or alterations, not called for in the RFP.

Q9. If we are unable to meet the SBE requirement will we lose the SBE points or will our proposal be disqualified?

Response: Points shall be awarded in accordance with the Proposal Response based on the prime vendor's certifications and/or commitment to small business subcontracting stated in the solicitation document and the published point scale. Please refer to Item No. 14 Small Business Development Program (SBDP) on page 16 of 37. Submittals will not be disqualified for not meeting proposed SBE subcontracting.

Q10. Is the project open equally to out-of-state firms?

Response: Yes.

Q11. Will SBE certification from the state of California be accepted?

Response: Please refer to Item No. 14 Small Business Development Program (SBDP) on page 15 of 37 for certifications recognized by HCC.

Q12. Can we change the task order to better fit our normal process?

Response: Yes.

Q13. Is this request for exterior wayfinding and signage only?

Response: No.

Q14. Please provide architectural plans for each of the facilities that will need to produce a sign location plan, with square footage take-offs. Please describe parking structures by spaces and levels. If not available, please estimate. This information is critical for us to quantify the full scope and man-hours required to complete programming and quantifying the project successfully.

Response: 71 buildings, 7 garages.

Q15. Page 3 of 37 under "1.2 Contract Term" please confirm that the contract is restricted to a one (1) year term and not tied to the delivery of completed individual projects across the HCC system.

Response: The initial term of the contract is for one-year and shall not terminate until the completion of the project. The contract may be extended on a month-to-month basis if necessary to complete a task or, HCC, has the option to extend the contract for an additional one-year term, whichever is more advantageous to HCC.

Q16. Page 3 of 37 under "1.2 Contract Term" please describe how you prefer to solicit fees for the option to renew for three (3) one-year terms and the month-to-month contract basis. Our desire is to understand whether this negotiation is intended to happen later or if we should include these fees in the Total Cost number of this proposal.

Response: The total proposed project cost, shall be the complete cost after acceptance of the final product. The out-year cost, if necessary, will be negotiated after acceptance of the final product.

Q17. Page 3 of 37 under "Task 1: Evaluate Existing Conditions and needs, System Wide", please describe your desired deliverable of the assessment in more detail. We feel that this scope will be interpreted by competing consultants very differently. Our office specializes in producing comprehensive wayfinding assessments that typically take 2-3 weeks of intensive work in the field with 3-4 of our team members reporting daily to the client. This process includes a mixture of collecting competitive and comparative insight, observing existing vehicular and pedestrian conditions, examining physical and digital mediums used for wayfinding, simulating the journey of target audience members, and interviewing key stakeholders. The product will be first-hand ethnographic research to understand the user's experience with the HCC system.

Response: HCC desires a comprehensive assessment, followed by a process to create new standards on all levels of graphics and wayfinding. This is a System-wide project impacting approximately 71 buildings, interior and exterior, plus seven garages.

Q18. Page 4 of 37 summarizes "The final deliverable will be a Wayfinding and Graphics Standards Program that contains design guidelines, a written analysis, and recommendations that will be used as a reference guide for the College (HCCS) on future wayfinding signage." Please confirm that for the purposes of this RFP, the project scope EXCLUDES the phases Bid Documents and Solicitation, Construction Administration and Project Close Out. Should we assume that the signage standards will be used by the client to complete the construction phases as separate future scopes?

Response: Excludes bid documents, solicitation, construction administration, and closeout.

Q19. Do you prefer that the proposal remains formatted as supplied with our responses typed "over" the document, or would you accept the proposal design be re-formatted with our responses in-line?

Response: Provide the response in its original formatted form.

When issued, "Questions & Answers" shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Questions & Answers. All revisions, responses, and answers incorporated into the Questions & Answers are collaboratively from both the Procurement Operations and the applicable HCC Department(s). It is the responsibility of the bidder/respondent to ensure that it has obtained all such letter(s). By submitting a bid on this project, bidders/respondents shall be deemed to have received all Questions & Answers and to have incorporated them into this solicitation and resulting proposal response.

Furthermore, it is the responsibility of each Contractor to obtain any previous Questions & Answers associated with this solicitation.