

**State of Washington  
DEPARTMENT OF ENTERPRISE SERVICES  
FACILITY PROFESSIONAL SERVICES  
OLYMPIA, WA**

**NOTICE TO CONSULTANTS  
REQUEST FOR QUALIFICATIONS**

Submittal Due Date: **September 27<sup>th</sup>, 2023, prior to 2:00 pm PST**

**Design Services Required for Project No. 2024-020: Campus Signage and Wayfinding Systems**

Department of Enterprise Services, 1500 Jefferson Street, Olympia, WA 98504-1476

**Introduction**

The current Capitol Campus signage and wayfinding systems are limited, minimal, outdated, and show wear for their age. Visitors and employees of the Capitol Campus have difficulty finding their way to the buildings, landmarks, memorials, and specific state agencies on the Capitol Campus. Updating signage standards and design as well as implementing improved signage and wayfinding systems will inform visitors and help them better navigate through Capitol Campus. This Request for Qualifications is for the purpose of selecting a consultant to assess, survey, and document existing signage, identify gaps in signage, develop a new design standard and estimate construction costs. This Project funding is for design services in the 2023-2025 biennium with construction funding anticipated in 2025-2027 biennium.

**Description of Work**

The Capitol Campus receives over 500,000 visitors annually, yet there are only two map kiosks that provide an overview of the campus layout and most agencies have only a single sign to mark their building entrance. Visitor frustration is especially felt on the East Campus due to complex pathways and multiple agencies occupying the same building.

Without improved signage, wayfinding remains challenging. Failure to provide useful signage and navigation tools for Capitol Campus users lessens the experience and leaves members of the public confused and frustrated.

This project will first assess, survey, and document existing signage and identify needs. The existing kiosks will be replaced. In the following biennium (upon funding approval), recommendations from the survey and design will be implemented across the Capitol Campus.

**Scope of Work**

Consultant will provide signage assessment survey services for DES owned and managed facilities. Locations for the assessment are for several different locations including approximately 31 buildings, 5 parking garages, 20 parking lots, 5 parks, 4 restrooms, 18 public monuments, 3 gardens, a 260-acre lake situated on approximately 500 acres of land located within Thurston County; and an additional 3 facilities with their corresponding grounds and parking lots located in Kelso, Yakima and Seattle.

## **Project Goals**

This project supports the Governor's Results Washington Goal #5: Efficient, effective and accountable government by increasing customer satisfaction, in this case, all visitors and guests. The assessment survey from this project will provide recommendations which will be implemented across the Capitol Campus and all Capitol Campus users will benefit from an improved signage and wayfinding system. This project is also timely for the 2028 centennial of the Legislative Building, which will likely increase the number of visitors. Clients and constituents are better served by a signage and wayfinding system that is intuitive and effective. Without improved signage, the visitor experience is suboptimal and degrades the reputation of the historic campus.

## **Budget**

Anticipated design services for this project is approximately \$135,000.

Submitting firms should have a strong background in the innovative design of Historical preservation and construction including all construction disciplines.

## **Project-Specific Information**

Attachment: List of the assessment locations

## **Anticipated Selection Schedule**

|                                              |                                                            |
|----------------------------------------------|------------------------------------------------------------|
| RFQ Notice Issued                            | Thursday, September 7 <sup>th</sup> , 2023                 |
| Informational Meeting                        | Tuesday, September 12 <sup>th</sup> , 2023 at 11:30 AM PST |
| <b>Statement of Qualifications (SOQ) Due</b> | Wednesday, September 27 <sup>th</sup> , 2023               |
| Short-listed firms selected and notified     | Week of October 2 <sup>nd</sup> , 2023                     |
| Optional Interview Period                    | Week of October 9 <sup>th</sup> , 2023                     |
| Firm(s) Selected and Announced               | Week of October 16 <sup>th</sup> , 2023                    |
| Agreement(s) Executed                        | November 2023                                              |

## **Informational Meeting**

An informational meeting and site tour will be held virtually for this project.

| <b>Date/Time</b>                                           | <b>Virtual Meeting Location</b>                                                                                                                                                                                                                                                            |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Tuesday, September 12 <sup>th</sup> , 2023 at 11:30 AM PST | <a href="#">Click here to join the meeting</a><br>Meeting ID: 250 842 954 82<br>Passcode: 2SZFYE<br><a href="#">Download Teams</a>   <a href="#">Join on the web</a><br><b>Or call in (audio only)</b><br><a href="#">+1 564-999-2000,,828906326#</a><br>Phone Conference ID: 828 906 326# |

Firms who have previously not performed business with the state are encouraged to attend. Any information provided at the Informational Meeting will be posted on our Current Projects webpage (provided above) including a Q&A sheet from the meeting.

For directions for the pre-submittal informational meeting, please contact the DES project manager Kathy Yi at [kathy.yi@des.wa.gov](mailto:kathy.yi@des.wa.gov)

### **Addenda to this Notice**

It is the responsibility of the interested firms to track any changes this solicitation. Refer to the DES website any addenda to the published public notice and/or RFQ. (<https://des.wa.gov/services/facilities-leasing/public-works-design-construction/architecture-engineering-design-consultants/current-projects-advertised-consultant-selection>).

### **Submittal Maximum Page Count and Additional Content**

SOQs must not exceed Fifteen (15) single sided pages (total) of content using 8½ x 11 size sheets. Provided informational content is not included, the following will not be counted against the maximum page count:

- Title and Back Cover Pages
- Section Dividers/Tabs
- Consultant Selection Contact Form
- Attachment 2 Federal SF330 (Part II only) Form

When 11"x 17" size sheets or fold outs are used, each side will be counted as two 8½ x 11 sheets.

A submitting firm may elect to include any other pertinent data it deems appropriate to address the selection criteria and assist the Selection Committee in evaluating the qualifications. Additional content must remain within the maximum page count.

### **Submittal Requirements**

DES is accepting only electronic submittals. All electronic submittals must be uploaded and received no later than the date and time specified.

Format the Statement of Qualifications (SOQ) to meet the following requirements. SOQs that do not follow this format may impact final scoring:

- Title Page indicating: (not included in page count)
  - Project No. 2024-020: Campus Signage and Wayfinding Systems
  - Department of Enterprise Services, 1500 Jefferson Street, Olympia, WA 98504-1476
  - Name of Firm
  - Date of Submission
- Cover Letter (not included in page count)
- Consultant Selection Contact Form (see description below) (not included in page count)
- Executive Summary
- Qualifications of Key Personnel
- Relevant Experience
- Previous Performance
- Diverse Business Inclusion Strategies (not included in page count)
- Federal SF330 (Part II only) Form (not included in page count)

The Consultant Selection Contact Form must identify the Designated Point of Contact, contact information, and address the Firm. Form must be situated behind a Title Cover or Cover Letter AND

before any table of contents. Consultant Selection Contact Form may be found in the Consultant Selection Documents, located on our Current Advertised Projects for Consultant Selection Page.

Federal form SF330 (Part II only) may be found on our Current Advertised Projects for Consultant Selection Page.

### **How to submit the Statement of Qualifications (SOQ)**

**DES has created a secure access point for uploading your SOQ for this project:**

<https://wades.app.box.com/f/1a051a9251b74a9eb422e40ed6e47d5e>

This link will be active until the submittal deadline, at which point the upload access will be removed.

If you have trouble uploading or would like confirmation of your upload, please contact Angeline Butros via email: [angeline.butros@des.wa.gov](mailto:angeline.butros@des.wa.gov)

Failure to submit the SOQ by the specified date and time above will render the SOQ as non-responsive to this notice and rejected by DES for consideration. Failure to adhere to the submittal requirements may also render the SOQ as non-responsive to this notice and rejected by DES for consideration.

### **Supplemental RFQ Documents**

The following forms/instructions are located on the DES Current Advertised Projects for Consultant Selection page in the **RFQ Consultant Selection Documents** section

<https://des.wa.gov/services/facilities-leasing/public-works-design-construction/architecture-engineering-design-consultants/current-projects-advertised-consultant-selection>):

- Consultant Selection Contact Form
- Federal Form SF330

### **Selection Process**

The selection process may consist of two phases: Phase 1 SOQ Evaluation and Optional Phase 2 Oral Interviews. The firms submitting qualifications in Phase 1 will be scored and ranked using the Phase 1 evaluation criteria in this RFQ. The most qualified firms (Finalists) may be invited to Phase 2 Oral Interviews. If interviewed, the Finalists will be scored and ranked based on the Phase 2 evaluation criteria. The Finalist with the best Phase 2 rank will be chosen to begin negotiations to provide consultant services for this project. Note, Phase 1 and Phase 2 scores are NOT combined.

### **Phase 1: SOQ Evaluation (total 100 points)**

Each SOQ received and deemed responsive to this notice will be reviewed and evaluated by a selection panel as determined by DES. This panel will review each SOQ for responsiveness and apply the following weighted selected criterion to determine a score for ranking:

Weighted evaluation criterion for the Phase 1

SOQ Evaluation will be used by the selection committee to score each top-rated firm as follows:

|                                                                                                                                                                                             |           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Qualifications of Key Personnel<br>Identify specific individuals and sub-consultants for key positions and show interrelationships and reporting hierarchy for your proposed team. Describe | 30 points |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| how each individual's professional experiences are relevant and bring value to the project. Provide proposed percentage of time that the Owner intends to assign each individual or sub-firm to the Project.                                                                                                                                                                                                                                                                                         |            |
| <b>Relevant Experience</b><br>Discuss projects your firm has undertaken of similar scope, size, and complexity within the past five to eight years. Describe attributes of past projects that have met goals similar to the Owner's goals for this project. Identify delivery methods for each project. Provide original project budget and actual completed costs along with current contact information for reference checking.                                                                    | 30 points  |
| <b>Previous Performance</b><br>Describe the approach the Proposer might utilize to achieve and maintain Owner's project scope, schedule and budget. Describe and provide examples of how the proposer successfully developed Owner's project scope while staying within the proposed budget. Discuss tools and methods for scheduling projects for both design and construction. Show how the interrelationship of successful management of scope, schedule, and budget creates successful projects. | 40 points  |
| <b>Diverse Business Inclusion Strategies</b><br>Describe strategies to increase opportunities for diverse business participation.                                                                                                                                                                                                                                                                                                                                                                    | Not scored |

Based on each score, each SOQ will be ranked, and a short-list of top-qualified firms may advance to Phase 2 Selection: Oral Interviews. DES reserves the right to determine the total number of top-qualified firms to advance to Phase 2 Selection.

### **Optional Phase 2: Oral Interviews (total 100 points)**

Top-qualified firms (highest ranked firms) may be invited to participate in Phase 2 of the selection. Oral Interviews on a specified date and time, and will be formatted in two periods:

Firm Presentation Period (Maximum: 25 Minutes)  
Question and Answer (Q&A) Period (Maximum: 15 minutes)  
Firm Closing Statements (Maximum: 5 Minutes)

Remote Interview (Video Teleconference) Considerations:

A meeting link for accessing the oral interview will be provided to each top-listed firm following completion of Phase 1 Selection.

Weighted evaluation criterion for the Phase 2

Oral Interviews will be used by the selection committee to score each top-rated firm as follows:

|                                                                                                           |           |
|-----------------------------------------------------------------------------------------------------------|-----------|
| <b>Organization:</b><br>Management Plan<br>Team Member Qualifications<br>Capacity/Production Capabilities | 25 points |
| <b>Project Management:</b><br>Scope management                                                            | 25 points |

|                                                                                           |           |
|-------------------------------------------------------------------------------------------|-----------|
| Budgeting and Cost Control<br>Project Scheduling                                          |           |
| Project Approach:<br>Understanding of this project<br>Challenges & Opportunities          | 20 points |
| Experience:<br>Relevant Past Projects (firm)<br>Relevant Past Projects (key team members) | 30 points |

### **Additional Considerations for Selection**

#### **Diverse Business Inclusion Plan Requirements**

Phase 1 SOQs should include strategies to increase opportunities for diverse business participation.

#### **Aspirational Goals**

The Governor's Office's aspirational goals for diverse business inclusion are:

10% Minority Owned Business certified by the Washington State Office of Minority and Women Business Enterprises

6%, Women Owned Business certified by the Washington State Office of Minority and Women Business Enterprises

5% Veteran Owned Business certified by the Washington State Department of Veterans Affairs

5% Washington Small Businesses self-identified in the Washington Electronic Business Solution <https://www.des.wa.gov/services/contracting-purchasing/doing-business-state/webs-registration-search-tips> (WEBS).

Following final selection, the successful firm and its subconsultants must register and create an account with the DES Diversity Compliance program (B2Gnow). B2Gnow is designed to streamline and automate reporting requirements.

Firms may contact the following resources to obtain information on certified and registered diverse business firms for the inclusion of potential diverse business subconsultants:

- The Office of Minority and Women's Business Enterprises: 866.208.1064 or 360.664.9750 or [www.omwbe.wa.gov](http://www.omwbe.wa.gov),
- For small business information: Charles Wilson, Public Works Business Diversity Program Manager at the Washington State Department of Enterprise Services: 360.407.8455 or 360.999.7667 or [charles.wilson@des.wa.gov](mailto:charles.wilson@des.wa.gov)
- The Department of Veterans' Affairs: 360.725.2169 or 360.725.2200 or [www.dva.wa.gov](http://www.dva.wa.gov)

## **Evaluation and Scoring Considerations**

In evaluating each of the criteria, the Selection Committee will identify significant and minor strengths and weaknesses from the submissions. The Selection Committee will then use the following guidelines to evaluate the submissions for each Selection Criterion, based on the weighting assigned in the RFQ and any addenda. After initial scoring, the selection team will come to a consensus ranking of the Firms.

### **1. Definition of “strength” and “weakness”:**

- a. The term “strength” ultimately represents a benefit to the Project and is expected to increase the Firm’s ability to meet or exceed the Project Goals. A minor strength has a slight positive influence and a significant strength has a considerable positive influence on the Firm’s ability to exceed the Project Goals.
- b. The term “weakness” detracts from the Firm’s ability to meet the Project Goals and may result in inefficient or ineffective performance. A minor weakness has a slight negative influence and a significant weakness has a considerable negative influence on the Firm’s ability to exceed the Project Goals.

### **2. Scoring:**

- a. **Excellent** (81-100 percent of points available): The Evaluative Criteria demonstrates an approach that is considered to exceed the Project Goals and the RFQ requirements and provide a consistently outstanding level of quality. *To be considered Excellent, it must be determined to have significant strengths and/or a number of minor strengths and few or no appreciable weaknesses.*
- b. **Good** (61-80 percent of available points): The Evaluative Criteria demonstrates an approach that is considered to meet the RFQ in a beneficial way (providing advantages, benefits, or added value to the Project) and offers quality. *To be considered Good, it must be determined to have strengths and few, if any, significant weaknesses. Minor weaknesses are offset by strengths.*
- c. **Fair** (41-60 percent of available points): The Evaluative Criteria demonstrates an approach that contains minor and/or significant weaknesses and limited appreciable strengths.
- d. **Deficient** (0-40 percent of available points): The Evaluative Criteria demonstrates an approach that contains significant weaknesses and no appreciable strengths.
- e. **Non-Responsive:** Does not meet the Minimum Qualifications required for evaluation. In addition, the Owner, at its sole discretion, may reject any Evaluative Criteria deemed non-responsive to any of the requirements.

## **Other Information**

The successful most-highly qualified firm will be expected to enter upon DES’ standard Engineering and Architectural Services Agreement. Level of effort and relative fees will be negotiated following selection of the most-highly qualified firm.

The state reserves the right to continue with the consultant selected or has the option to conduct a new consultant selection process for future services for this project beyond those services advertised above.

The state also reserves the right to terminate negotiations with the successful most-highly qualified firm if mutual agreement is unachievable. The state may at its discretion enter into negotiations with the next highly qualified firm determined as a result of this selection process; or conduct a new selection process for the procurement of services necessary to complete this project.

All firms responding to this solicitation are encouraged to register in Washington's Electronic Business Solution Application (WEBS) at: <https://fortress.wa.gov/ga/webs/>

All Statements of Qualifications and submittals shall become property of the State of Washington and are subject to public disclosure, at the conclusion of the selection process, according to the provisions of RCW 42.56 Public Records Act.

For more information concerning this notice, please contact Angeline Butros at 360.480.1071 or via email at: [angeline.butros@des.wa.gov](mailto:angeline.butros@des.wa.gov).

For questions specific to the project, please contact the Project Manager, [Kathy.yi@des.wa.gov](mailto:Kathy.yi@des.wa.gov) or 360-688-3733.

NO FAXED, OR E-MAILED COPIES WILL BE ACCEPTED.