



# CONSTRUCTION PROJECT MANAGEMENT SERVICES

## REQUEST FOR QUOTATION

Document Reference USO-CONSTPROJMGMTSVCS2021

April 14, 2021

KEY DATES	
Request for Quote Posted	<b>April 14, 2021</b>
Request for Quote Released	<b>April 22, 2021</b>
Deadline for Questions	<b>April 29, 2021</b>
Projected Questions & Answers Response	<b>May 4, 2021</b>
Deadline for Quotes	<b>May 18, 2021</b>
Projected Award Date	<b>May 26, 2021</b>
Projected Start Date	<b>June 16, 2021</b>

After reviewing this document, if you wish to participate in the RFQ, please download and complete the [RFQ Vendor Participation Request Form](#) prior to the Release date. Once the RFQ has been released we can no longer accept new vendors to participate.

*\*Please note you must download this file and open with Adobe. It will not function properly if opened in your web browser*



## 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](http://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 more 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.

Most USO Centers are located on military installations in DoD owned structures of varying ages, and many are located in airports.

USO requires a Construction Management Firm to provide construction project management 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 **36 months**. The anticipated contract award date is approximately **May 26, 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.

**The USO reserves the right to make no award or to cancel this RFQ.**



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## **PROJECT REQUIREMENTS**

### **Scope of Work (SOW)**

The Vendor selected will provide Construction Project Management services of USO Centers within the Continental U.S. and Alaska.

### **Project Tasks**

#### **1.1. Pre-Construction Phase**

- 1.1.1. Meet with USO to review and discuss the Project and develop a consensus as to facility, cost, schedule and design and construction objectives;
- 1.1.2. Prepare for USO's review and approval, requests for proposals from Architecture and MEP Vendors to perform work on initial design and Construction Drawings.
- 1.1.3. Prepare for USO's review and approval, requests for proposals from Construction Vendors to perform work on the Project;
- 1.1.4. Review and consult with USO representatives regarding bid packages received from Construction Vendors;
- 1.1.5. Recommend Construction Vendors for USO approval; award, negotiate, prepare, and administer construction (or general) contract(s) for Contract Work;
- 1.1.6. Ensure appropriate insurance requirements are met in connection with Contract Work;
- 1.1.7. Assist USO and the design and construction teams with permitting related issues;

#### **1.2. Construction Phase**

- 1.2.1. Provide administrative, management and related services to coordinate scheduled activities and responsibilities of Construction Vendors engaged on the Project and the design team with each other to manage the Project in accordance with the latest approved cost estimate and USO's Project budget, the Project schedule agreed between USO, the selected Construction Vendors (the "Project Schedule") and the contract documents identified in the agreements negotiated with the selected Construction Vendors and the design team (the "Contract Documents");
- 1.2.2. Review requests for changes, assist in negotiating change order proposals, submit recommendations to USO, and, if they are accepted, review change orders, construction change directives or other contract modifications which incorporate the design team's modifications to the Contract Documents.
- 1.2.3. Update and reissue the Project Schedule as required to show current conditions. If an update indicates that the previously approved Project Schedule may not be met, the Construction Project Manager shall recommend corrective action to the USO;



- 1.2.4. Work with facility owner representatives and third parties (Construction Vendors, design professionals, consultants) to prosecute and provide continuing support for Contract Work;
- 1.2.5. Conduct Site visits as required, inspections and ongoing consulting to provide: quality and cost control, contract compliance, value engineering, and dispute resolution for Contract Work;
- 1.2.6. Monitor the approved cost estimate and show actual costs for activities in progress and estimates for uncompleted tasks by way of comparison with such approved estimate;
- 1.2.7. Develop cash flow reports and forecasts for the Project and advise the USO as to variances between actual and budgeted or estimated costs. Provide detailed written monthly progress reports describing work completed during the preceding month, percentage of work completed to date, cost of work completed to date, percentage of budget utilized to date, change orders requested and approved, and identifying any variances from schedule or cost projections or noteworthy situations, all in a form that is capable of being submitted to and understood by USO.

### **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 hard costs). 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.

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The USO reserves the right to make no award or to cancel this RFQ.

### Submission Deadline

All quotes and proposals should be sent no later than 5 pm (ET) on **May 18, 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 **June 16, 2021 – June 15, 2024.**

**The USO reserves the right to make no award or to cancel this RFQ.**

## **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

<b>Category</b>	<b>Rating</b>
<b>Section 1: Project Approach</b>	<b>Pass</b> – 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.



<b>Section 2: Quote for Services</b>	<b>Best Quote</b> – The quote is the Best Value price received among the Vendors who have demonstrated that they can perform the work.
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\*\*\*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 available
- 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 **May 18, 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 26, 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 36 months**. 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](mailto: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.