



TO: Board of Contracts and Awards
FROM: Kurtis D. Kingsolver, P.E., Public Works Director/City Engineer / 1/15/16
Justin E. Davis, Facilities Division Manager, Public Works
Joshua M. Clarke, Project Manager, Facilities Management
COPY: City Council, City Manager, City Clerk, SBE Coordinator, LEAP Coordinator, and
Chuck Blankenship, Finance/Purchasing
SUBJECT: Tacoma Municipal Building, Customer Support Center
Request for Bids Specification No. PW16-0002F – March 15, 2016
DATE: February 26, 2016

SUMMARY:

The Public Works Department recommends a contract be awarded to Construct, Incorporated of Tumwater, WA, in the amount of \$357,000, plus a 16 percent contingency, for a cumulative total of \$414,120, plus applicable sales tax, budgeted from Fund 5700, for construction of a consolidated Customer Support Center on the second floor of the Tacoma Municipal Building.

STRATEGIC POLICY PRIORITY:

- Ensure all Tacoma residents are valued and have access to resources to meet their needs.
- Encourage and promote an efficient and effective government, which is fiscally sustainable and guided by engaged residents.

This project will provide a new consolidated Customer Support Center on the second floor of the Tacoma Municipal Building. The new center will consolidate Customer Support and Tax and License front counter services into one location, enhancing the customer experience. In addition to the new center, the project will provide for new meeting and conference rooms on the second floor of the Tacoma Municipal Building, increasing opportunities for customer engagement.

BACKGROUND:

ISSUE: In October 2013, the City opened the TacomaFirst 311 Customer Support Center in a temporary location on the second floor of the Tacoma Municipal Building, providing a one-stop approach in service delivery that offers a concierge feel in the way of reception, face-to-face interaction, telephone and online contact. During that time front counter services for Tax and License have continued their operations from the Tacoma Municipal Building North. In an effort to continually improve the way the City delivers core services, the TacomaFirst 311 Customer Support Center and Tax and License service counters will be consolidated in a permanent location on the second floor of the Tacoma Municipal Building, enhancing the City’s customer support to residents and visitors.

ALTERNATIVES: The alternative to the project is to take no action. This would keep the TacomaFirst 311 Customer Support Center and Tax and License service counters in their existing locations, which would require customers to continue to access front counter services in two separate buildings. It would also not provide for additional meeting and conference space on the second floor of the Tacoma Municipal Building, requiring customers to continue to find their meetings throughout the complex.



COMPETITIVE SOLICITATION: Request for Bids Specification No. PW16-0002F was opened February 23, 2016. Thirteen submittals were received. The table below reflects the amount of the total award.

<u>Respondent</u>	<u>Location</u> <i>(city and state)</i>	<u>Submittal Amount</u> <i>Plus applicable sales tax</i>	<u>SBE Evaluated</u> <u>Submittal Amount</u>
Construct, Incorporated	Tumwater, WA	\$357,000.00	\$351,812.50
Oak Hills Construction LLC, dba Allen Bradbury Construction	Algona, WA	\$395,800.00	\$390,612.50
Big Rock Construction, Inc.	Tumwater, WA	\$427,900.00	\$427,900.00
CDK Construction Services, Inc.	Duvall, WA	\$437,230.00	\$432,042.50
Mike Werlech Construction, Inc.	Seattle, WA	\$437,500.00	\$432,312.50
Westmark Construction, Inc.	Tacoma, WA	\$432,345.00	\$432,345.00
Jones & Roberts Company	Olympia, WA	\$446,744.00	\$446,744.00
Lincoln Construction Inc.	Spanaway, WA	\$451,492.00	\$451,492.00
Berschauer Construction Inc.	Olympia, WA	\$459,588.00	\$454,400.50
Durels Construction & Management, LLC	Tumwater, WA	\$457,608.00	\$457,608.00
Christensen Inc. General Contractor	Tumwater, WA	\$462,500.00	\$462,500.00
Good News Group, Inc.	Auburn, WA	\$482,823.00	\$482,823.00
D.P. Wain Construction, Inc.	Silverdale, WA	\$643,500.00	\$638,312.50

Pre-bid Estimate: \$503,000

The recommended award is approximately 29 percent below the pre-bid estimate.

CONTRACT HISTORY: New contract.

SUSTAINABILITY: The project will utilize a waste management plan to separate construction waste to recycle as much material as possible. Low-emitting materials such as paints and coatings will be used. Use of energy efficient lighting and mechanical systems.

SBE/LEAP COMPLIANCE: The recommended contractor is in compliance with the Small Business Enterprise (SBE) Regulation requirements per memorandum dated February 25, 2016. The SBE goal for this project is 20 percent. The SBE participation level of the recommended contractor is 5.8 percent. Construct, Incorporated submitted the lowest evaluated bid per the SBE Regulation requirements. The Local Employment and Apprenticeship Training Program (LEAP) goal is 282 hours.



RECOMMENDATION: The Public Works Department recommends a contract be awarded to Construct, Incorporated of Tumwater, WA, in the amount of \$357,000, plus a 16 percent contingency, for a cumulative total of \$414,120, plus applicable sales tax, budgeted from Fund 5700, for construction of a consolidated Customer Support Center on the second floor of the Tacoma Municipal Building.

FISCAL IMPACT:

EXPENDITURES:

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Municipal Building Acquisition & Operations Fund 5700	FAC-00004-15	5330100	\$414,120
TOTAL			\$414,120

* General Fund: Include Department

REVENUES:

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Municipal Building Acquisition & Operations Fund 5700	FAC-00004-15	4300000	\$414,120
TOTAL			\$414,120

POTENTIAL POSITION IMPACT:

POSITION TITLE	PERMANENT/ PROJECT TEMPORARY POSITION	FTE IMPACT	POSITION END DATE
N/A			
TOTAL			

This section should only be completed if a subsequent request will be made to increase or decrease the current position count.

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: \$414,120

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Yes

IF EXPENSE IS NOT BUDGETED, PLEASE EXPLAIN HOW THEY ARE TO BE COVERED. N/A