

15 October 2024

Project Name: Project "BEAST Move" - Credit Union Office/Branch Renovation

Client: Bermuda Credit Union Co-op Society

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Request for Proposal (RFP) for Project Management, Design, and Renovation Services

1. Introduction

The Bermuda Credit Union Co-op Society ("BCU") is seeking proposals from qualified firms to provide comprehensive project management, design, contractor sourcing, and renovation services for the transformation of a vacant office space into a fully operational credit union office/branch.

The selected firm will be responsible for all aspects of the project, from initial design to final delivery (including space planning, design, contractor sourcing, construction oversight, and final alterations and signoff), ensuring a fully functional space that aligns with our credit union's operational needs and vision for a financial institution of the future.

This RFP outlines the scope of work, submission requirements, and evaluation criteria.

- Proposals will be accepted until ~~8 November 2024~~. **Extended to 25 November.**
- Firms interested in making a submission should indicate their intention to do so via email to opportunities@bcu.bm by 25 October 2024.

2. Background

BCU is a member-owned, not-for-profit financial institution located within the Bermuda Industrial Union (BIU) Ottiwell A. Simmons Building on Union Street in Hamilton, Bermuda. As part of our strategic growth and commitment to member service, we are relocating to a new office/branch within the same building.

The new space, previously used as a gym, will require a complete renovation to meet the operational needs of the credit union, as well as the design of member service areas, staff workspaces, secure facilities, and administrative offices.

The BCU Board has authorized this project with a focus on functionality, modern design, and efficiency, ensuring a seamless experience for both members and staff.

3. Project Overview and Objectives

The goal of this project is to convert the former gym space into a modern, efficient, and secure office/service branch for the Bermuda Credit Union. The space will include staff workspaces, member service areas, meeting rooms, secure zones for financial transactions, and necessary support infrastructure such as IT, security, and digital systems.

The project will involve comprehensive space planning, architectural design, contractor sourcing, and supervision of construction and installation activities. Key objectives include:

- **Efficient Space Utilization:** Maximize the use of the available floor space to create a comfortable and functional environment for both members and staff.
- **Member-Centric Design:** Ensure the layout and design promote ease of access, privacy for consultations, and a welcoming atmosphere.
- **Staff Efficiency:** Create efficient workspaces for staff, ensuring proper flow of operations and minimizing bottlenecks.
- **Security & Compliance:** Incorporate design elements that address security concerns typical of financial institutions, including safe zones, access control, and adherence to planning department regulations.
- **Timeliness & Budget:** Complete the project within the agreed timeline and budget, while maintaining the highest quality standards.

4. Scope of Work

The firm selected will be responsible for managing the entire project, including but not limited to:

- **Project Management:** Comprehensive management of the entire renovation process, ensuring smooth coordination between contractors, architects, and all other stakeholders.
- **Space Planning & Design:** Create and submit layout options that balance member service areas, staff offices, and secure zones. Incorporate both aesthetic appeal and operational functionality in the design.
- **Contractor Sourcing:** Identify and manage contractors for all aspects of the build, including construction, electrical, plumbing, HVAC, and infrastructural systems.

- **Permits & Regulatory Compliance:** Ensure all permits are acquired and that the project complies with planning department regulations, health and safety standards, and any specific regulatory requirements.
- **Renovation & Fit-Out:** Oversee the construction and fit-out process, ensuring quality control at every stage.
- **Completion & Handover:** Ensure the office/branch is ready for occupancy, including installation of office furniture, technology, and any final touches to meet operational requirements.

5. Proposal Submission Guidelines

Firms responding to this RFP are required to submit the following information:

1. Company Overview

- Company background, history, and relevant expertise.
- Description of similar projects completed, particularly within the financial services industry.

2. Proposed Project Approach

- Outline of your firm's approach to this project, including:
 - Space planning and design philosophy.
 - Project management strategy, including how you ensure projects stay on schedule and within budget.
 - Key design considerations for security and compliance specific to a financial institution.

3. Team Composition

- Provide bios of the key personnel who will be involved in this project, including their roles and relevant experience.

4. Proposed Timeline

- A timeline from project start to completion, with key milestones and deadlines.

5. Budget Estimate

- A detailed cost estimate for the full project, including design, construction, installation, and any other related services. Break down costs by phase and include contingency estimates.

6. Past Experience & Case Studies

- Case studies or examples of similar projects completed, preferably within the financial services industry or other highly secure retail environments.

7. References

- At least two references from past clients with similar projects. Include contact information.

8. Layout Proposal

- BCU Management have drafted an initial layout plan and invite interested firms to provide your own initial layout ideas or sketches (optional) that reflect your design approach for the new office/branch. This can help showcase your design thinking and practical considerations and will be a bonus in evaluating the firm's alignment with Management's vision.

6. RFP Timeline

Milestone	Date
RFP Release Date	15 October 2024
Deadline for Initial Contact and Expression of Intention to Submit	25 October 2024
Deadline for Questions	18 November 2024
Proposal Submission Deadline	8 November 2024 Extended to 25 November
Firm Selection / Follow Up	6 December 2024
Project Start	By end December 2024

7. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- **Experience & Expertise:** The firm's experience in managing similar projects, particularly for financial institutions.
 - **Design Approach:** The creativity, practicality, and alignment of the design with the credit union's needs and brand.
 - **Project Management & Timeline:** The firm's ability to manage the project from start to finish within the proposed timeline and budget.
 - **Cost & Value:** The competitiveness of the budget, balanced with the quality and scope of services offered.
 - **References & Past Success:** Positive feedback from previous clients and success stories from similar projects.
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8. Submission Instructions

Please submit your complete proposal electronically to: opportunities@bcu.bm

Include "BCU Project BEAST" in the email header. Submissions must be received by the above deadline.

9. Contact Information for Questions

If you have any questions about this RFP or need further clarification, please contact the BCU Relocation Project Working Group by email: opportunities@bcu.bm

10. Additional Information

- **Site Visit:** Firms are encouraged to visit the site to better understand the space and context of the project. To arrange a site visit, please contact the BCU Relocation Project Working Group at the email address provided.
- **Confidentiality:** All materials and information provided by BCU during this process should be treated as confidential and used solely for the purpose of responding to this RFP.

Co-operatively yours,

Bermuda Credit Union Co-op Society