

CITY OF FAYETTEVILLE REQUEST FOR QUALIFICATIONS



CITY OF FAYETTEVILLE'S ADA TRANSITION UPDATE PROJECT COF1516950

ISSUED: APRIL 23, 2025

DUE: MAY 23, 2025

The City of Fayetteville is requesting Statements of Qualification from qualified firms and/or individual professionals to provide professional services related to the comprehensive update of its Americans with Disabilities Act (ADA) Transition Plan.

ISSUED BY:
CITY OF FAYETTEVILLE

PRIMARY CONTACT:
KIMBERLY TOON,
PURCHASING MANAGER
kimberlytoon@fayettevillenc.gov

(910) 433-1942

OFFERORS ARE NOT REQUIRED TO RETURN THIS FORM.



A message from the City of Fayetteville City Manager, Douglas J. Hewett, ICMA-CM

The City of Fayetteville is fully committed to provide Small Local Business Enterprises (SLBE's) an equal opportunity to participate in all aspects of City contracting including, but not limited to participation in the procurement of contracts relating to the construction of and improvements to facilities throughout the City. It is also the policy of the City to prohibit discrimination against any person or business in pursuit of these opportunities on the basis of race, sex, color, religion or national origin and to conduct its contracting and purchasing programs so as to prevent such discrimination. The City is also committed to follow all applicable State and Federal law as they relate to procurement practices.

The City will actively seek and identify qualified SLBE's and offer them the opportunity to participate in the procurement of contracts for all City purchasing and service contracts as well as construction and repair contracts.

The City aspires to spend 40% of its eligible contract dollars with small local suppliers and contractors. Towards this end the City's Charter has been amended by the General Assembly (H.B. 198) to allow the City to establish a race and gender neutral small business enterprise program to promote the development of small local businesses. The City is authorized to establish bid and proposal specifications that include subcontracting goals and good-faith effort requirements to enhance participation by small business enterprises located in Cumberland and Hoke Counties.

For more information or questions about the SLBE policy, please contact the Purchasing Division at 910-433-1942.

CITY OF FAYETTEVILLE


Douglas J. Hewett, ICMA-CM
City Manager

NOTICE TO BIDDERS

Pursuant to N.C.G.S. 143-129 sealed proposals will be received by the City of Fayetteville, until **2:00 p.m., May 23, 2025**, at City Hall, 433 Hay Street, Fayetteville, North Carolina, at which time they will be considered for the purchase of the following:

City of Fayetteville's ADA Transition Update Project

Bids may be mailed to the City Purchasing Office, Attn: Kimberly Toon, 433 Hay Street Fayetteville, NC 28301, or may be delivered in person or by express mail to 433 Hay Street, Fayetteville, NC 28301.

The bid opening will be held at **2:00 p.m. on May 23, 2025**, at City Hall, 433 Hay Street, Fayetteville, NC 28301, for the project entitled, **"City of Fayetteville's ADA Transition Update Project."**

Plans, specifications and bid documents may be obtained in the Purchasing Office of the City of Fayetteville, 2nd floor, City Hall, 433 Hay Street, Fayetteville, North Carolina, between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday or by email request to kimberlytoon@fayettevillenc.gov

The City reserves the right to reject any or all bids and to waive all informalities concerning bid or award bid to the lowest, responsive, responsible bidder or bidders, taking into consideration quality, performance and the time specified in the proposals for the performance of the contract.

City of Fayetteville

Kimberly Toon, CLGPO
Purchasing Manager

GENERAL INFORMATION & SUMMARY

ORGANIZATION REQUESTING QUALIFICATIONS

City of Fayetteville
433 Hay Street
Fayetteville, NC 28301

CONTACT PERSON

Kimberly Toon, CLGPO
Purchasing Manager
Finance Department
433 Hay Street
Fayetteville, NC 28301-5537
(910) 433-1942
kimberlytoon@fayettevillenc.gov

PURPOSE OF REQUEST

The City of Fayetteville (hereinafter the “City”) is requesting Qualification Statements from experienced individuals and firms to provide professional services related to the comprehensive update of its Americans with Disabilities Act (ADA) Transition Plan. The selected firm will assist the City in conducting a current self-evaluation and developing a revised ADA Transition Plan that reflects recent infrastructure changes, current programmatic operations, and new federal digital accessibility requirements.

In 2021, the City of Fayetteville conducted a citywide self-evaluation and developed its first formal ADA Transition Plan. This plan included assessments of pedestrian facilities, public rights-of-way, sidewalks, curb ramps, City-owned buildings and facilities, public spaces, signage, programs, and communications systems. Since that time, the City has completed approximately 80% of the barrier removal actions identified in the original plan and has constructed numerous new facilities and infrastructure projects.

In addition, the federal government has issued new ADA Title II digital accessibility requirements mandating that all state and local governments ensure their websites, mobile applications, and digital services meet the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA by 2026. Accordingly, the City seeks to update its ADA Transition Plan to address remaining and newly identified barriers across its physical and digital environments, ensure compliance with current federal and state accessibility laws, and establish a practical, prioritized schedule for continued improvements.

The updated Transition Plan shall include:

- A current self-evaluation of all City-owned buildings, facilities, and public rights-of-way (including sidewalks, curb ramps, and pedestrian facilities)
- An assessment of public-facing digital content and platforms, including websites and mobile applications
- Updated programmatic and communications accessibility review
- Identification of remaining, new, or previously undocumented accessibility barriers
- A comprehensive and prioritized implementation schedule with estimated costs
- Strategies for maintaining accessibility compliance in future projects and communications

The selected firm or team must demonstrate experience with ADA self-evaluations, transition plan development, and expertise in both the Public Rights-of-Way Accessibility Guidelines (PROWAG), the Americans with Disabilities Act Accessibility Guidelines (ADAAG), and current digital accessibility standards as enforced by the U.S. Department of Justice.

SECTION 1

INTRODUCTION AND GENERAL INFORMATION

1.1 Introduction and Purpose

The City of Fayetteville (hereinafter “City”) is soliciting Qualification Statements from interested persons and/or firms in the Fayetteville area for the provision of professional services, as more particularly described herein. Through a Request for Qualification process described herein, persons and/or firms interested in assisting the City with the provision of such services must prepare and submit a Qualification Statement in accordance with the procedure and schedule in this RFQ. The City will review Qualification Statements only from those persons and/or firms that submit a Qualification Statement which includes all the information required to be included as described herein (in the sole judgment of the City). The City intends to consider person(s) and/or firm(s) that (a) possesses the professional, financial, and administrative capabilities to provide the proposed services and (b) will agree to work under the compensation terms and conditions determined by the City to provide the greatest benefit to the taxpayers of the City.

1.2 Procurement Process and Schedule

The City has structured a procurement process that seeks to obtain the desired results described above, while establishing a competitive fair and open process to assure that each person and/or firm is provided an equal opportunity to submit a Qualification Statement in response to the RFQ. Qualification Statements will be evaluated in accordance with the criteria set forth in Section 2 of this RFQ, which will be applied in the same manner to each Qualification Statement received.

Qualification Statements will be reviewed and evaluated by the City. The Qualification Statements will be reviewed to determine if the Respondent has met the minimum professional, administrative, and financial areas described in this RFQ. Based upon the totality of the information contained in the Qualification Statement, including information about the reputation and experience of each Respondent, the City will determine which Respondents are qualified (professionally, administratively, and financially).

The RFQ process commences with the issuance of this RFQ. The steps involved in the process and the anticipated completion dates are set forth herein. The City reserves the right to, among other things, amend, modify, or alter the Schedule upon notice to all potential Respondents.

All communications concerning this RFQ or the RFQ process shall be directed to the City's designated Contact Person, in writing via email to kimberlytoon@fayettevillenc.gov

Qualification Statements must be submitted to, and be received no later than **2:00 p.m., Friday, May 23, 2025**. Statements of Qualification shall be submitted to:

City of Fayetteville
Attention: Kimberly Toon, Purchasing Manager
RFQ – City of Fayetteville's ADA Transition Update Project
433 Hay Street
Fayetteville, NC 28301

No submittals will be accepted after the date and time stated above. **NOTE: The qualifications report should be limited to a maximum of 10 pages.**

Subsequent to issuance of this RFQ, the City (through the issuance of addenda to all persons and/or firms that have received a copy of the RFQ) may modify, supplement, or amend the provisions of this RFQ in order to respond to inquiries received from prospective Respondents or as otherwise deemed necessary or appropriate by (and in the sole judgment of) the City.

ANTICIPATED SCHEDULE ACTIVITY DATES

1. Issuance of Request for Qualifications: April 23, 2025
2. Questions due: 5:00 p.m., May 12, 2025
3. Receipt of Qualification Statements: 2:00 p.m., Friday, May 23, 2025.

1.3 Conditions Applicable to RFQ

Upon submission of a Qualification Statement in response to this RFQ, the Respondent acknowledges and consents to the following conditions relative to the submission and review and consideration of its Qualification Statement:

- This document is an RFQ and does not constitute a Request for Proposal (RFP).
- This RFQ does not commit the City to issue an RFP.
- All costs incurred by the Respondent in connection with responding to this RFQ shall be borne solely by the Respondent.
- The City reserves the right (in its sole judgment) to reject for any reason any and all responses and components thereof and to eliminate any and all Respondents responding to this RFQ from further consideration for this procurement.

- The City reserves the right (in its sole judgment) to reject any Respondent that submits incomplete responses to this RFQ, or a Qualification Statement that is not responsive to the requirements of this RFQ.
- The City reserves the right, without prior notice, to supplement, amend, or otherwise modify this RFQ, or otherwise request additional information.
- All Qualification Statements shall become the property of the City and will not be returned.
- All Qualification Statements will be made available to the public at the appropriate time, as determined by the City (in the exercise of its sole discretion) in accordance with state law.
- The City may request Respondents to send representatives to the City for interviews.
- No Qualification Statements will be received after the deadline stated above.
- Neither the City nor its officers, officials, or employees shall be liable for any claims or damages resulting from the solicitation or preparation of the Qualification Statement. Reimbursement shall not be provided to Respondents for the cost of preparing and submitting a Qualification Statement or for participating in this procurement process.

1.4 Rights of City

The City reserves, holds, and may exercise, at its sole discretion, the following rights and options with regard to this RFQ and the procurement process in accordance with the provisions of applicable law:

- To determine that any Qualification Statement received complies or fails to comply with the terms of this RFQ.
- To supplement, amend, or otherwise modify the RFQ through issuance of addenda to all prospective Respondents who have received a copy of this RFQ.
- To waive any technical nonconformance with the terms of this RFQ.
- To change or alter the schedule for any events called for in this RFQ upon the issuance of notice to all prospective Respondents who have received a copy of this RFQ.
- To conduct investigations of any or all of the Respondents, as the City deems necessary or convenient, to clarify the information provided as part of the Qualification Statement and to request additional information to support the information included in any Qualification Statement.
- To suspend or terminate the procurement process described in this RFQ at any time (in its sole discretion). If terminated, the City may determine to commence a new

procurement process or exercise any other rights provided under applicable law without any obligation to the Respondents.

- The City shall be under no obligation to complete all or any portion of the procurement process described in this RFQ.

1.5 Addenda or Amendments to RFQ

During the period provided for the preparation of responses to the RFQ, the City may issue addenda, amendments, or answers to written inquiries. Those addenda will be noticed by the City and will constitute a part of the RFQ. All responses to the RFQ shall be prepared with full consideration of the addenda issued prior to the Qualification Statement submission date.

1.6 Cost of Qualification Statement Preparation

Each Qualification Statement and all information required to be submitted pursuant to the RFQ shall be prepared at the sole cost and expense of the Respondent. There shall be no claims whatsoever against the City, its officers, officials, or employees, for reimbursement for the payment of costs or expenses incurred in the preparation of the Qualification Statement or other information required by the RFQ.

1.7 Qualification Statement Format

Qualification Statements must cover all information requested in this RFQ. Qualification Statements which, in the judgment of the City, fail to meet the requirements of the RFQ or which are in any way conditional, incomplete, obscure, contain additions or deletions from requested information, or contain errors may be rejected.

SECTION 2

SCOPE OF SERVICES

The selected consultant will conduct a full reassessment of the City's facilities, programs, infrastructure, and digital assets; assist in prioritizing compliance actions; and deliver an updated, actionable ADA Transition Plan that satisfies all applicable federal and state accessibility laws, including the newly finalized ADA Title II digital accessibility requirements (WCAG 2.1 Level AA).

The scope of services will include, but is not limited to, the following:

A. Self-Evaluation & Assessment

- Conduct a full reassessment of City-owned facilities, parks, public spaces, buildings, sidewalks, curb ramps, and pedestrian infrastructure to determine current compliance status.

- Quantify and categorize the status of identified barriers from the 2021 ADA Transition Plan, clearly delineating completed, remaining, and newly identified barriers with associated cost estimates.
- Evaluate all public-facing digital assets (e.g., websites, mobile applications) for accessibility and support the City in prioritizing remediation to meet the federal digital compliance deadline in 2026.
- Review and evaluate the City’s programs, services, and communication practices for compliance with Title II of the ADA.

B. GIS-Based Mapping & Data Integration

- Utilize GIS to document assessed assets and barriers. Each facility or feature must be mapped with detailed attributes including barrier type, compliance status, and estimated cost of remediation.
- Develop and maintain a public-facing, interactive GIS map for transparency and feedback, which may include linked surveys or reporting tools to gather input from residents.

C. Engagement & Public Participation

- Assist in the development and distribution of a citywide Accessibility Survey, modeled after the 2021 survey, to collect input from residents, including individuals with disabilities, advocacy groups, and other stakeholders.
- Analyze survey results and integrate findings into barrier prioritization and plan recommendations.
- Participate in public and stakeholder meetings, including:
 - i. Project kickoff meeting
 - ii. Interim progress reviews and updates to stakeholders, city leadership teams, and City Council
 - iii. Public input sessions and meetings
 - iv. Final plan presentation to City Council

D. Documentation, Planning & Final Deliverables

- Prepare a revised and fully compliant ADA Transition Plan to include:
 - i. Executive summary, legal background, and methodology
 - ii. Summary of self-evaluation results and analysis
 - iii. Prioritized list of recommended improvements, costs, and timeframes
 - iv. Separate section on digital accessibility compliance, with prioritized action plan aligned to the DOJ’s WCAG 2.1 AA deadline
 - v. GIS-integrated facility and barrier inventory
 - vi. Procedures for monitoring and updating the Plan
 - vii. Public feedback and grievance procedures

E. City Staff Coordination & Training

- Provide guidance and training to City staff on:
 - i. ADA compliance principles and standards (including PROWAG, ADAAG, WCAG 2.1 AA)
 - ii. Use and maintenance of GIS maps and barrier-tracking databases
 - iii. Strategies for monitoring, updating, and reporting on implementation progress
 - iv. Support the formation or continuation of the City’s ADA Liaison Work Group in coordination with the ADA Coordinator and ADA Title II Director.

SECTION 3

SUBMISSION REQUIREMENTS

3.1 General Requirements

The Qualification Statement submitted by the Respondent must meet or exceed the professional, administrative, and financial qualifications set forth in this Section 3 and shall incorporate the information requested below.

In addition to the information required as described below, a Respondent may submit supplemental information that it feels may be useful in evaluating its Qualification Statement. Respondents are encouraged to be clear, factual, and concise in their presentation of information.

3.2 Administrative Information Requirements

The Respondent shall, as part of its Qualification Statement, provide the following information:

1. Prior experience working with municipal governments on ADA self-evaluations and Transition Plans, including compliance with Title II of the ADA, Public Rights-of-Way Accessibility Guidelines (PROWAG), ADA Accessibility Guidelines (ADAAG), and the 2024 digital accessibility standards (WCAG 2.1 AA). Respondents shall provide a summary of relevant experience delivering ADA compliance services to municipal, county, or state government clients. The City is specifically seeking firms with demonstrated expertise in the following areas:
 - a. Conducting comprehensive ADA self-evaluations of public buildings, parks, recreational spaces, and public rights-of-way (including sidewalks, curb ramps, intersections, and pedestrian facilities);
 - b. Assessing programmatic, communications, and policy compliance under ADA Title II;

- c. Performing digital accessibility audits of websites, web applications, and mobile platforms in alignment with the 2024 Title II final rule and WCAG 2.1 AA standards;
 - d. Developing legally compliant ADA Transition Plans with prioritized improvements, cost estimates, timelines, and implementation strategies;
 - e. Producing GIS-integrated maps and databases of assessed assets, including interactive, public-facing tools to support transparency and engagement;
 - f. Designing and analyzing public accessibility surveys and supporting community outreach efforts;
 - g. Collaborating with ADA Coordinators, Title II Officers, and internal municipal stakeholders to coordinate fieldwork, data collection, and staff training.
2. Name, address, telephone number, fax number, and email address of the Respondent submitting a Qualification Statement pursuant to this RFQ, and the name and title of the person responsible for submitting the RFQ.
 3. A description of the business organization (i.e., Limited Liability Partnership, Professional Limited Liability Company, Professional Association, etc.) of the Respondent, its ownership and its organizational structure.
 4. An analysis and recommendation for what population should be served.
 5. Should include detailed plans for operations, funding sources, staffing, and services offered.

3.3 Professional Information Requirements

1. Respondent shall submit a description of its overall experience in providing the type of services sought in the RFQ. At a minimum, the following information on past experience should be included as appropriate to the RFQ:
 - a. Description and scope of work by Respondent.
 - b. Name, address, and contact information of references.
 - c. Explanation of perceived relevance of the experience to the RFQ.
2. A listing of all other engagements where services of the types being proposed were provided in the past six (6) years. This should include other municipal governments and other levels of government. Contact information for the recipients of the similar services must be provided. The City may obtain references from any of the parties listed.

SECTION 4

INSTRUCTIONS TO RESPONDENTS

Submission of Qualification Statements

Statements of Qualification shall be submitted no later than **2:00 p.m., Friday, May 23, 2025**.
Statements of Qualification shall be submitted to:

City of Fayetteville
Attention: Kimberly Toon, Purchasing Manager
RFQ – City of Fayetteville’s ADA Transition Plan Update Project
433 Hay Street
Fayetteville, NC 28301

No submittals will be accepted after the date and time stated above. **NOTE: The qualifications report should be limited to a maximum of 10 pages.**

All questions regarding this RFQ shall be submitted in writing to the Attention of Kimberly Toon, Purchasing Manager, by e-mail at kimberlytoon@fayettevillenc.gov by May 12, 2025; 5:00 p.m.

SECTION 5

EVALUATION

The City’s objective in soliciting Qualification Statements is to enable it to select a Respondent that will provide expert and cost effective services to the City of Fayetteville. The City will consider Qualification Statements only from Respondents that, in the City’s sole judgment, have demonstrated the capability and willingness to provide expert and high quality services to the citizens of the City in the manner described in this RFQ. Qualification Statements will be evaluated by the City on the basis of which is the most advantageous, experience and other factors considered. The evaluation will consider:

1. Experience and reputation in the field; and
2. Knowledge of the municipal corporations; and
3. Availability to accommodate the required meetings of the City; and
4. Pertinent government experience; and
5. Other factors demonstrated to be in the best interest of the City.

The City will select the most advantageous Qualification Statements based on all of the evaluation factors set forth in this RFQ. The City will make the award(s) that is in the best interest of the City.

Each Qualification Statement must satisfy the objectives and requirements detailed in this RFQ except as otherwise stated. Successful Respondents shall be determined by an evaluation of the total content of the Qualification Statement submitted. The City reserves the right to not select any of the Qualification Statements. The City shall not be obligated to explain the results of the evaluation process to any Respondent.

SECTION 6

GENERAL TERMS AND CONDITIONS

1. The City reserves the right to reject any/or all Qualification Statements, if necessary, or to waive any informalities in the Qualification Statements, and, unless otherwise specified by the Respondent, to accept any item, items, or services in the Qualification Statement should it be deemed in the best interest of the City to do so.
2. Each Qualification Statement must be signed by the person authorized to do so.
3. Qualification Statements may be hand delivered or mailed consistent with the provisions of this RFQ. In the case of mailed Qualification Statements, the City assumes no responsibility for Qualification Statements received after the designated date and time and will return late Qualification Statements unopened. Qualification Statements will not be accepted by facsimile or e-mail.
4. No Respondent shall influence, or attempt to influence, or cause to be influenced, any City officer or employee to use his/her official capacity in any manner which might tend to impair the objectivity or independence of judgment of said officer or employee.
5. No Respondent shall cause or influence, or attempt to cause or influence, any City officer or employee to use his/her official capacity to secure unwarranted privileges or advantages for the proposer or any other person.
6. Should any difference arise between the contracting parties as to the meaning or intent of these instructions or specifications, the City's Office of the City Attorney's decision shall be final and conclusive.
7. The City shall not be responsible for any expenditure of monies or other expenses incurred by the Respondent in developing and submitting its Qualification Statement.