



May 29, 2020

Mr. Jim Teele
Project Manager, Engineering & Inspections Department
City of Greensboro
514 Yanceyville Street
Greensboro, NC 27405

**RE: WROC – Customer Service Renovation
Professional Services Fee Proposal**

Dear Jim:

On behalf of CPL, I am pleased to submit the following proposal for Architectural and Engineering design services for the WROC Bill Payment Renovation located at 2602 South Elm-Eugene Street, Greensboro, NC 27406. The project scope described below is based on the PowerPoint document received via email on May 13, 2020 and site visit on May 18, 2020.

SCOPE OF SERVICES

The project team will work with City staff and stakeholders to reconfigure the WROC bill payment area for increased social distancing and safety measures for customers and staff in the current Covid-19 environment. The program and goals described at the May 18 site visit includes:

- Four (4) individual Customer Service stations with a transparent physical barrier between staff/customer and walls between the individual stations.
- Four (4) individual Collections stations with a transparent physical barrier between staff/customer and between the individual stations.
- New Work Area for collections adjacent to existing vault. Relocate door into existing Break Room.
- Two (2) Offices, one with a private conversation area for customers with a service window.
- Waiting area within Customer Service.
- Convert existing janitor's closet to a new Reception room with a service window.
- Relocation of janitor's closet function to a new space.

The deliverables for this work will include:

- Concept/Schematic floor plan for approval
- Permit Drawings for architecture, mechanical, and electrical

Bid and construction administration phase services are not included at this time but can be provided on an hourly basis as needed using CPL standard hourly rates.

SCHEDULE

The design team will work with City staff and stakeholders to deliver permit drawings within five days of schematic floor plan approval.

FEES

We propose to perform this work on an hourly-not-to-exceed basis with the amount set at \$16,750.



CONCLUSION

We appreciate the opportunity to continuing working with the City of Greensboro and assisting with the Covid-19-related renovation. If there are any questions, do not hesitate to contact us. We look forward to working with you on the successful completion of this project.

Sincerely,
CPL

Tod Dalton, AIA, LEED AP, NCARB
Associate

c: