



# City of Richmond

October 18<sup>th</sup>, 2012  
File: 02-0775-50-4728/Vol 01

**Finance and Corporate Services Department**  
Finance Division  
Telephone: 604-276-4218  
Fax: 604-276-4162

**Attention: To All Proponents**

Dear Madame/Sir:

**Re: Request for Proposal 4728P – Consulting Services to Develop a Strategic and Long Range Plan for the Richmond Public Library – Addendum One**

This Addendum includes items of clarification, forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts. Please review and consider the following information in the preparation of your Proposals:

**I. Questions and Answers**

Q.1 It is mentioned in the RFP that the City plans to have a strategic plan in place by Jan 2014. Do you know when the successful proponent be awarded the contract?

A.1 It is anticipated the contract will be awarded mid to late November.

Q.2 When is the final deliverable is due to the City?

A.2 We are looking to consultants to provide realistic and effective targets. It is anticipated all component reports, analysis and documents should be delivered August 30th 2013 for final review by Library Board. These will form the basis for preparing the Strategic and Long Range Plan document in September 2013. This document will be reviewed and finalized by the Library Board October 2013. October/November will require formal presentation to Library Board and staff with the last deliverable being a presentation to City Council most likely November 2013.

Timelines are very tight and it is our expectation that the work will not be done serially but that wherever possible different aspects of the project will be going on in parallel (note that “?” indicates that the item is tentatively scheduled).

November 2012	Selection of Consultant(s)
February 2013	Public consultation?
August 30 <sup>th</sup> , 2013	All component reports, analysis and documents to Library Board for final review
October 2013	Completion of Strategic and Long Range Plan
November 2013	Presentation to City Council (final deliverable?)

- Q.3 Does the City of Richmond have in-house translation services or standing orders with translation services?
- A.3 Library staff will be able to provide a reasonable amount of translation.
- Q.4 Can we assume translation costs to be over and above the \$110k budget?
- A.4 No, the \$110,000.00 is all inclusive.
- Q.5 Does the Library board have a list of required languages for translation of materials?
- A.5 Chinese is obvious but we will be looking to consultants to advise on most cost effective approach to our diverse community.
- Q.6 Please provide a list of City Staff positions available to support the consultation, capital planning and strategic planning tasks.
- A.6 Planning and Finance expertise will be available, mostly in the form of existing plans and documents that the library's plans will need to fit into and integrate with. Meetings on specific topics and requests for specific information will be considered carefully. City staff will be available to provide insights, background information and highlight city expectations to support the consultation; they will not be preparing detailed planning or financial analyses. It is expected that the consultants will plan, manage and staff the public/stakeholder consultation events, although City/Library staff would be present. Library staff would assist in providing the consultants with stakeholder names, etc.
- Q.7 Please provide a rough estimate of time availability for these resources.
- A.7 As above. Important for consultants to have a comprehensive work plan and set of requirements established very early so that city resources can be scheduled well ahead of time.
- Q.8 We understand that the Library's board wishes to have the plan in place by January 2014. Has the Library board identified other target completion dates for the public consultation process and completion of the long range strategic plan?
- A.8 See A.2.
- Q.9 What existing channels does the City of Richmond use to communicate with residents and businesses (i.e. local newspaper inserts, newsletters, bill stuffers, etc.)?
- A.9 Library will make every effort to use its considerable resources to get the message out. City will have limited resources but there will most likely be access to online resources and limited local media.
- The City uses the City website, City Facebook Page, advertisements in local newspapers (The Richmond Review and The Richmond News) as well as the Ming Pao and Sing Tao, bi-weekly City Page in The Richmond Review, City facility read-o-graphs, Recreation and Culture Guide, mail inserts at tax time and with registration receipts, posters and handbills.
- Q.10 Would the proponent have permission to use existing library e-mail lists, and/or other opt-in email lists to share information about and provide notification of the process and consultation program?
- A.10 Yes, the library has considerable resources in this area.

- Q.11 The RFP states ‘City planning and finance staff will provide significant assistance’ in the area of Building Program and Capital Plan. Could you please provide more detail on the specifics of this assistance?
- A.11 City staff will be able to provide available documents and reports for facilities planning city wide. Library requirements are expected to fit into this context and adopt a similar format and level of detail in order to be able to be integrated with the City planning process. The library Strategic plan will be addressing the building program and capital plan at a conceptual level—only high level information and recommendations are expected to be provided. I.E. Number and size of library branches required long term without the need to identify locations, etc.
- Q.12 Could you please provide an indication as to what level of detail (cost estimation) is expected in the development of capital budgets?
- A.12 As above, high level costs that can be incorporated into city planning. That is, approximately x square feet of library space are required and the average cost per square foot is y for a total cost of z. Other key factors may be identified and built in but we are not looking for detailed cost analysis.
- Q.13 What is the anticipated or preferred start date and end date for this project?
- A.13 December 3, 2012 start date and end date would be most likely be in November 2013 with presentation to City Council. The vast majority of the work will have to be in to Library Board by August 30, 2012 for final review.
- Q.14 What is the expected date to select a lead proponent?
- A.14 Late November 2012.
- Q.15 Will a steering committee be involved in this project and if so, at what capacity will they be involved?
- A.15 The project will be overseen by representatives from the Library Board, Library Staff and City staff. The consultants will primarily work with library staff. The oversight group will be involved on key decisions and review milestones. They will not be involved in the day-to-day work with the consultants.
- Q.16 Does the City prefer or expect the consultant to work on site full time, part time or on an as needed basis?
- A.16 On an as needed basis. The timelines are very tight so it is expected the communication and collaboration with the consultants will be regularly scheduled and frequent.
- Q.17 What library and/or city staff members constitute the “Staff Team” that will be working with the consultant? (See RFP Page 11 Item 14.1.b.) Please provide details regarding the number of personnel, their roles within the organization, and their availability.
- A.17 Library and city staff will be called upon as needed. Head of the staff team and project manager for the City will be the Chief Librarian. It is his expectation that this project will be his main focus for the coming year.
- Q.18 What is the intended duration of the strategic plan?

- A.18 The project is to develop a Strategic and Long Range Plan. The strategic component should cover approximately a three year period with long range looking to the conventional municipal planning periods of 10-20 years.
- Q.19 What planning horizon is envisioned for the long range plan?
- A.19 The project is to develop a Strategic and Long Range Plan. The Strategic aspect should cover approximately a three year period with long range looking to the conventional municipal planning periods of 10-20 years.
- Q.20 Is there information available for the existing branches, including condition reports, code analysis, floor plans, etc.
- A.20 This level of detail is not required and there is no expectation that there would be a detailed analysis of conditions of buildings, etc. The City is looking for a higher level and more conceptual analysis of facility needs.
- Q.21 The Space Requirements section on p. 7 identifies the development of a “schematic design”. Is schematic design required, or only a block schematic outcome (blocking and massing)?
- A.21 The intent of this requirement is to visually show and provide some indication of how library spaces need to change and adapt in the future in order to meet changing needs. We are assuming that future libraries will not be housing as many books and printed material as currently; that digital services will have grown tremendously and require specialized spaces to provide in-library service; and that programming and community spaces will have evolved dramatically and grown. We are not looking for detailed schematics but rather “look and feel” visuals and an indication of the sizes of spaces required for different components.
- Q.22 Item 10.1 on page 10 lists a number of desired project outcomes. Outcomes a, b, c and e seem to be an intrinsic part of the work. Is item d, incorporation of financial and other information into “municipal Community Plans, capital plans and any relevant city strategies or plans” part of this assignment or a further outcome of the study?
- A.22 It is expected that this assignment will provide “order of magnitude” financial analysis so that the Library Board and City Council would have a sense of the scale of resources needed to provide modern up-to-date library services.
- Q.23 Is a cost consultant necessary as part of the project team to support the capital plan aspect, or will the City have sufficient expertise?
- A.23 The level of financial analysis required would be more on the scale of “x” square feet required at an average cost of “y” per square foot. The consultants will have to be able to provide and justify how many square feet of what type of space is required over the years and what would be the cost.
- Q.24 Finally, the link on page 15 “F a ii Confirmation of Required Insurance” does not work.
- A.24 The information is accessible at the links at the bottom of this page: <http://www.richmond.ca/busdev/tenders.htm>
- Q.25 Consultant Duty h-4 states “Prepare and cost of media and advertising required for public consultation.” Can you confirm that while the service of preparing and costing media and advertising required for public consultation is to be included

within the scope of work for the RFP, the actual cost of media and advertising services required for public consultation is not?

- A.25 The \$110,000 budget is all inclusive including cost of media and advertising. We are looking to the consultants to recommend what, if any, media advertising is required. The City uses the City website, City Facebook Page, advertisements in local newspapers (The Richmond Review and The Richmond News) as well as the Ming Pao and Sing Tao, bi-weekly City Page in The Richmond Review, City facility read-o-graphs, Recreation and Culture Guide, mail inserts at tax time and with registration receipts, posters and handbills. The Library will also make every effort to use its considerable resources to get the message out.

Yours truly,

A handwritten signature in black ink, appearing to be 'Kerry Lynne Gillis', written in a cursive style.

Kerry Lynne Gillis  
*Buyer 2*

KG:kg

pc: Greg Buss, Chief Librarian Richmond Public Library