



**The City of Richmond**

**Request for Expressions of Interest  
3954 EOI**

**Consulting Services for the Review of the  
City's Stores Operations**

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1.0 Introduction

1.1 The City of Richmond (the City) invites Expressions of Interest (EOI) for consulting services to review the City’s Stores operations. The review is intended to provide a strategic framework for organizational and operational planning addressing future needs for the City. The review will outline current operational levels immediately identifying opportunities for improved efficiencies through work and business process improvement.

2.0 Background

2.1 The City’s Stores division, located at 5599 Lynas Lane, Richmond B.C., provides support services to the City. Stores staff manages a 15,856 sq ft warehouse and currently inventories approximately \$2,000,000.00 (CAD) of common consumable public works items used in maintenance of the City’s parks, water, sewer and other systems. Stores staff are responsible for ordering, receiving, stocking items, picking orders and distributing goods.

2.2 In support of the City’s mission, mandate, and need to respond to the City’s long-term vision, Purchasing /Stores intends to work with a consultant to review current service delivery methods with a view to increase efficiencies; identify and implement industry best practices. The direction and service delivery framework of Stores should be strategically aligned with the City’s Engineering and Public Works department and various other City departments that utilize Stores’ services.

3.0 Objectives

3.1 The objectives of the Stores Review are to identify the present suitability of current inventory and inventory levels, receiving and materials handling processes and practices, and to identify future requirements for Stores that will effectively and efficiently deliver services to multiple departments in the City.

4.0 Definitions

4.1 Throughout this EOI the following definitions apply:

- a. “Expression of Interest” means a statement of qualifications submitted in response to and according to the terms of this Request for Expressions of Interest;
- b. “Respondent” means an individual or a company (vendor) that submits, or intends to submit, a Response and
- c. “Response” or “Submission” means an Expression of Interest.

5.0 Scope

5.1 The scope of this review will include the following tasks, separated into four phases:

Phase I: Stores Operations Review

- I. Identifying and analyzing current inventory practices including, but not limited to, inventory items and levels, receiving methods, materials handling and purchasing practices.
- II. SWOT Analysis identifying strengths, weaknesses, opportunities and threats within the stores operations.

Phase II: Process mapping of stores functions

- i. Purchasing non-inventory goods and services.
- ii. Purchasing inventory materials.
- iii. Receiving and stock replenishment.
- iv. Deliveries and pick-ups.
- v. Order picking.

Phase III: Conclusions and Recommendations.

- I. Developing corporately aligned and integrated strategic directions for Stores
- II. Identifying recommendations enabling Stores to move forward including the identification of future resources, process flow, space requirements and methodologies.

Phase IV: Development of Key Performance indicators (KPI's)

- I. Establishing Stores key performance indicators and how they relate to future service delivery models.

6.0 Pre-qualification Process

- 6.1 Interested parties are required to respond to this Request for Expressions of Interest in accordance with the terms of this EOI.
- 6.2 In the first phase of this potential two-phase process, responses to the EOI are being requested in order to afford the City of Richmond the opportunity to evaluate Respondent’s expertise and to select a shortlist that will be invited to submit a proposal in response to a Request for Proposals. This EOI process is aimed at encouraging businesses with the required level of experience and expertise to participate.

7.0 Requests for Proposals

- 7.1 Respondents, who are pre-qualified as a result of this EOI process, may be invited to submit proposals, if required, to a Request for Proposals (“RFP”) from the City of Richmond. The City anticipates that, if required, the RFP will be distributed three to four weeks following the completion of the EOI process.

8.0 Qualification Criteria

- 8.1 The successful Respondent shall have previously provided services in a similar size and type of organization within North America. The successful Respondent shall have previously and successfully completed projects of a similar size and complexity to the scope of work described in this EOI.

9.0 Submission Details

- 9.1 Respondents are requested to submit three (3) copies of their Expression of Interest marked “3954 EOI - Consulting Services - Review of the City’s Stores Operations” to the Purchasing Division, Information Counter, Main Floor, Richmond City Hall located at 6911 No. 3 Road, Richmond, BC V6Y 2C1. Submissions will be received on or before:

**12:00 Noon, local time, on June 11<sup>th</sup>, 2010**

- 9.2 Submissions will be evaluated at the discretion of the City based upon the information contained in the submissions. Questions relating to this EOI may be directed to Kerry Gillis, Buyer II - Contracting Specialist by email to [purchasing@richmond.ca](mailto:purchasing@richmond.ca). Inquiries and responses relating to the EOI will be posted on BC Bid (<http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>) and the City’s website (<http://www.richmond.ca/busdev/tenders.htm>). It is the sole responsibility of each Respondent to check these sites on a regular basis for amendments, addendums, or questions related to this EOI.
- 9.3 Note: Any submission will not necessarily be accepted. Respondents are advised they have no claim for compensation in the preparation of their submissions and that by submitting an EOI, each Respondent shall be deemed to have agreed that it has no claim. All submissions received by the City shall be subject to the *Freedom of Information & Protection of Privacy Act* of British Columbia.

#### 10.0 Format Requirements

- 10.1 Responses submitted shall consist of:

Title Page (1 page)

- The title page should identify the EOI number identified on the cover page of these pre-qualification documents, Closing Time (as specified in section 9.1), Respondent’s name, address, telephone number fax number, email address and contact person’s name.
- Table of Contents/Index

Corporate Experience:

- Describe the type of company (for example: corporation, partnership, sole proprietor) and if a joint venture, clearly state this and state who the joint venture parties are and identify who is acting as the lead.
- Describe the company/entity size, depth and annual sales volume (in dollars).
- Provide client references, where possible.
- Provide a history of litigation or claims made against the Respondent during the three (3) years immediately prior to the Closing Time.

Corporate Capability:

- Describe capability (financial, experience and workload capacity) to undertake the role of Consultant.
- Provide resumes of proposed key personnel.
- Provide a letter from a bonding company confirming the Respondent’s binding capability and provide a certificate of existing commercial general liability insurance.

Completed and Current Projects:

- List three (3) relevant projects, name of client, value of the projects, company personnel involved and client/owner references with contact names and telephone numbers.
- Describe capacity to undertake this project and describe any other projects that the Respondent has scheduled during the anticipated time frame.

Outline of Services to be Provided:

- Provide a brief discussion of your methodology and approach to providing the requirements of the Stores Operations Review.
- Provide a Project Timeline.

11.0 Review of Submissions

11.1 The City of Richmond will review the Expressions of Interest submitted to determine whether, in the City of Richmond’s opinion, the Respondent has demonstrated that it has the required experience and qualifications to fulfill the obligations of the services identified in this EOI.

12.0 Inquiries

12.1 City of Richmond, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Respondent’s bankers and clients regarding any financial and experience issues.

12.2 Subsequent to the receipt and review of responses the City reserves the right to issue a RFP for all or part of the requirement described herein or with any Respondent or with any number of Respondents concurrently for the purpose of entering into an agreement or to cancel this process in its entirety.

13.0 Non-Conforming Submissions

13.1 Submissions which fail to conform to the Format Requirements or which fail to conform to any other requirement of these Documents may be rejected by the City. Notwithstanding the foregoing or any other provision of these Documents. The City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of these EOI’s except the requirement of delivery of the Proposal prior to Closing Time.

14.0 Notifications and RFP Process

14.1 Following the Closing Time, the City of Richmond will only notify those Respondents who are selected as being pre-qualified and may be invited to submit their proposal under an RFP process, if required.

14.2 The City will not approve any change in the structure of formation of a short listed Respondent.

14.3 The City of Richmond may unilaterally take the following actions, and shall not be liable for any such actions:

- a. amend the scope and description of the services to be procured under any RFP process as described in this EOI, and the qualifications that may be required to meet those requirements. In such event, proposals may be invited from those Respondents who meet the resulting amended requirements;
- b. reject or accept any or all Submissions;
- c. cancel the EOI process at any time and reject all Proposals; or
- d. cancel the EOI process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.

14.4 Subsequent to the receipt and review of the Responses, the City reserves the right, in its sole discretion, to issue a Request for Proposal (RFP) for all or part of the requirements described herein or to enter into negotiations with any Respondent or with any number of Respondents for the purpose of entering into an agreement, or to cancel this process in its' entirety.

14.5 The Respondent acknowledges and agrees that any submission is in no way whatsoever, an offer to enter into an agreement and a submission by any Respondent does not in any way whatsoever create a binding agreement. The Respondent acknowledges that the City of Richmond has no contractual obligations whatsoever arising out of the EOI process.

14.6 The Respondent acknowledges and agrees that the pre-qualification of a Consultant pursuant to this EOI is only a preliminary step in the City of Richmond's procurement process. Each successful Respondent will be evaluated further under any subsequent RFP (if required) evaluation process.

15.0 Information Disclaimer

15.1 The City of Richmond and its directors, officers, employees, agents consultants and advisors are not liable or responsible for any oral, verbal or written information, or any advice, or any errors or omissions, which may be contained in this EOI or otherwise provided to the Respondent or Consultant pursuant to this EOI.

15.2 The Respondent shall conduct its own independent investigations and interpretations and shall not rely on the City of Richmond with respect to information, advice, or documentation provided by the City of Richmond. The information contained in this EOI is provisional and will be superseded by the RFP and/or other agreement documents.

15.3 The City of Richmond makes no representation, warranty, or undertaking of with respect to this EOI and the City of Richmond and its directors, officers, employees, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this EOI or any other written or oral information made available to any interested person or its advisors, and any liability however arising, is expressly disclaimed by the City of Richmond.



May 28, 2010  
File: 02-0775-50-3954/Vol 01

**Business & Financial Services Department**  
**Finance Division**  
Telephone: 604-276-4218  
Fax: 604-276-4162

**Attention: To All Respondents**

Dear Sir/Madame:

**Re: Request for Expressions of Interest 3954 EOI – Review of the City of Richmond Stores Operations – Questions and Answers**

This notice includes items of clarification, forms part of the Expression of Interest and shall be read, interpreted and coordinated with all other parts. Please review and consider the following information in the preparation of your Expressions of Interest:

**I. Questions and Answers:**

- Q.1 In addition to the Stores area and inventory value information provided in the EOI, can you please also share details as to the number of inventory items (SKU's) managed by Stores; the approximate number of orders placed per day/week with suppliers for replenishment inventory and the number of orders for non-inventory goods and services; the annual value of inventory purchases and the annual value of non-inventory goods and services handled through Stores; the approximate number of orders placed per day/week on Stores for picking and distribution/pick-up; and the number of employees working in Stores? This information will help in better understanding the scope/scale of this project, and in estimating a Project Timeline (as asked for in the EOI).
- A.1 The information available at this time includes:
- The approximate number of SKU's is 4600.
  - There are seven employees.
  - Ordering of inventory and non-inventory information is not available at this time, but will be available during the study period. Please note that the City is not seeking detailed proposals at this stage of the EOI process.
- Q.2 In section 10.1 of the EOI, you state, “describe capacity to undertake this project and describe any other projects that the Respondent has scheduled during the anticipated time frame”. Can you please provide dates as to the anticipated time frame? Based on information provided in the EOI, it appears that this project could start around the end of August or early September – please confirm that this is the City's intent.
- A.2 It is anticipated that the project will start in June 2010.

Yours truly,

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

Kerry Lynne Gillis  
*Buyer II - Contracting Specialist*

KG:kg

pc: Syd Stowe, Manager, Purchasing