

NO: **R234** COUNCIL DATE: **November 5, 2012**

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## REGULAR COUNCIL

TO: **Mayor & Council** DATE: **October 22, 2012**

FROM: **General Manager, Human Resources  
Chief Operating Officer, Surrey City  
Development Corporation** FILE: **City Centre Civic  
Projects**

SUBJECT: **Award of Contract No. 1220-030-2012-029 for Office Furniture, Fixtures and  
Equipment for the New City Hall**

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## RECOMMENDATION

The Finance and Technology Department and the Surrey City Development Corporation recommend that Council:

1. Award Contract No. 1220-030-2012-029 to Heritage Office Furnishings Ltd. in the amount of \$4,053,224.20 for design assistance, manufacturing, delivery and installation of office furniture, fixtures and equipment for the New City Hall all as generally described in this report; and
2. Set the expenditure authorization limit for Contract No. 1220-030-2012-029 at \$4,700,000, excluding HST.

## PURPOSE

The purpose of this report is to obtain approval to award a contract related to the supply and installation of furniture, fixtures and equipment (FFE) for the New City Hall (NCH). The subject contract is one of a series of contracts that have been awarded in sequence in relation to the Project.

## BACKGROUND

As part of the 2010 Five Year (2010 – 2015) Financial Plan, Council approved funding for the design and construction of the New City Hall consistent with the vision for the City Centre.

In the spring of 2012, staff issued a Request for Expressions of Interest and Statements of Qualifications (RFEOI 1220-050-2012-013) to identify qualified furniture, fixture and equipment proponents in relation to fitting out the NCH. The general scope of the RFEOI included:

- **Office Furniture:** consisting of furniture that is moveable, ergonomic, and intended to support the various activities that would normally occur in a municipal government office setting. Items such as systems furniture, modular walls, panel mounted cabinets and shelving, freestanding desks and meeting/training tables, storage units, filing units, case good units, seating, and associated accessories that are used in a contemporary office;
- **Systems Furniture and Components:** Systems furniture is a generic term for panels, work-surfaces, shelves, and other items sold by a single manufacturer, as a package for furnishing offices or workstations;
- **Free Standing Furniture:** included furniture for Meeting Room, Committee Rooms, Closed Council Room(s), and Training Room furnishings (includes seating); Specialty Areas (reception areas, public areas – atrium), Council Chambers (includes soft seating), Support Spaces (refreshment centres, lunchroom/ breakroom(s), and copy room(s) etc.), and specialty office furnishing.
- **Seating:** includes executive chairs, task/work chairs, guest/side seating, reception/lounge seating, conference room chairs, stackable/foldable chairs, benches, counter stools;
- **Desks/Tables:** A desk/table is a freestanding unit having a work surface that is supported by legs or pedestals; the unit may have drawer(s), doors, or other storage elements, and may be height adjustable, as in a sit/stand work surface. Free standing desks, conference room tables, small office tables, side tables, and dining tables are included in this category;
- **Filing, Metal Storage, and Wooden Case-Goods:** The filing, metal storage and wooden case-goods category includes, bookcases, wardrobes, cabinets, free standing and mobile pedestals, mobile filing systems, lockers, and wall mounted shelving;
- **Support Services:** includes design, installation and reconfigure services, including the integration of the various FF&E components with each other and other related services on an “as, if and when required” basis; and
- **Accessories:** - Generally included lighting accessories, signage, presentation materials, and workstation support components (i.e. monitor arms, workstation arm rests, smart boards, etc.).

The City received several submissions to the RFEOI. An evaluation team involving City staff (including representatives of the Human Resources Department, the Finance Department, the Information Technology Division, the Purchasing Division and the Facilities Division), external consultants (including Kasian Architects and Pivotal Project Managers), and a representative of the Surrey City Development Corporation (who is overseeing the delivery of the NCH) evaluated the submissions. A range of criteria was considered in this evaluation, as discussed in the following sections:

**Product Offering** – The proponents were evaluated based on the scope of products available, product quality, the colour palette, warranty, product aesthetic, ergonomics, the sustainability of the product and the related manufacturing process, among other things;

**Manufacturer Scope** – The proponents were evaluated based on the resources (including technical and human resources) the proponent has available to fulfill a contract including the proponent’s experience with similar size projects, delivery capacity, installation resources/flexibility, planning and design services, post installation services, reference checks, etc.; and

**Administrative Capacity** – The proponents were evaluation based on the qualification of the proposed Project Team members, the project approach and philosophy, the efficiency of the order process, the available Support Services, Web Support, the overall Customer Service model, Technical Support, Shipping, Delivery and Freight options and commitment to occupational health and safety standards, among other things.

The Evaluation Team short-listed three (3) proponents and issued to these proponents an invitation to submit a detailed proposal (RFP 1220-030-2012-029 – Office Furniture (Furniture, Fixtures and Equipment)) for design assistance, manufacturing, delivery and installation of office furniture, fixtures and equipment for the New City Hall.

## **DISCUSSION**

The City received a proposal from each of the three proponents, with each manufacturer having partnered with a local dealer to best meet the RFP requirements. The proponents are listed below in alphabetical order with the name of the manufacturer first:

1. Brooks Corning/Haworth;
2. Knoll/The Office Resource; and
3. Steelcase/Heritage

## **Evaluation of Proposals**

The Evaluation Team evaluated each of the proposals. The Evaluation Team received input from key user groups who reviewed the products of each proponent. Specifically, Information Technology staff evaluated the furniture to ensure it supported the technology standards of the City; Facilities staff evaluated the furniture to ensure it was sustainable, flexible and durable; and a team of staff from across City Departments reviewed each proponent's furniture solution against each Department's use requirements.

In addition, all City staff that will be moving to the New City Hall were given an opportunity to attend a presentation on the three FFE options. Over 450 staff participated in this process. Input from these sessions was provided to the Evaluation Team. The Evaluation Team also considered the pricing model proposed by each proponent.

## **Recommended Proponent**

Based on the above-described evaluation process, it was determined that the proposal submitted by Heritage Office Furnishings Ltd. (Steelcase product) offered the best value. Steelcase/Heritage is a leading, worldwide supplier of furniture, fixtures and equipment, with a strong presence in the lower mainland. Locally, the City of Richmond, the Fraser Health Authority, VanCity, and the Vancouver Airport Authority utilize furniture provided by Steelcase/Heritage.

Steelcase/Heritage offered unique solutions for reusing/recycling current City furniture to the NCH, to other City sites or to other users, thus minimizing obsolescence issues with current City Hall furniture, fixtures and equipment.

On this basis, it is recommended that the contract for the design, manufacturing, delivery and installation of furniture (furniture, fixtures and equipment) for the New City Hall be awarded to Heritage Office Furnishings Ltd.

### **Funding**

Funding for the work covered by this Request for Proposal is available within the Council-approved Capital Budget for the New City Hall.

### **CONCLUSION**

Based on the above discussion, it is recommended that Council:

1. Award Contract No. 1220-030-2012-029 to Heritage Office Furnishings Ltd. In the amount of \$4,053,224.20 for design assistance, manufacturing, delivery and installation of office furniture, fixtures and equipment for the New City Hall all as generally described in this report; and
2. Set the expenditure authorization limit for Contract No. 1220-030-2012-029 at \$4,700,000, excluding HST.

Nicola Webb  
General Manager,  
Human Resources

Aubrey Kelly  
Chief Operating Officer,  
Surrey City Development Corporation