



Request for Proposal
Questions and Responses
November 22, 2024

Request for Proposal: Office Space Consultant
Proposal Due Date: Friday, December 6, 2024, 5 PM

Q1: Do we need to include existing conditions survey of the floors and spaces as part of the scope?

A: The consultant will need to assess the current layout of each floor, and the various programs or departments located throughout the building.

Q2: Do you have electronic CAD/ Revit drawings available for this project? Are these drawings current?

A: There are no plans or drawings in electronic format. The existing plans are not accurate because changes have occurred in some areas since they were created.

Q3: What floor is the adjoining building space on?

A: The Annex is a single story building adjacent to 1010 Massachusetts Avenue.

Q4: What is the total headcount in Boston? How many are located at 1010 Mass Ave?

A: The Boston Public Health Commission has more than 1300 employees. Approximately 500 – 600 employees are based at 1010 Massachusetts Avenue.

Q5: How many departments will need to be surveyed for programming?

A: Senior leadership will work with the consultant to facilitate engagement and input from various departments and staff.

Q6: Does BPHC have any established standards for furniture/ space components?

A: There are no formal standards for office furniture. All furniture is typical of what is commercially available from office suppliers like WB Mason.

Q7: What is the hybrid work policy for BPHC?

A: Most employees are required to be in the office for a minimum of three days a week.

Q8: Does BPHC have a workplace strategy?

A: When possible, employees from the same department or program are seated near each other. Seniority, level of responsibility and equity are factors taken into consideration when assigning offices.

Q9: Is there a format in which the fees are to be submitted or can we use our format for a lump sum fee per phase of project? With a separate table of rates.

A: Standard practice is for vendors to submit monthly invoices with a description of the work performed, number of hours billed, the rate (s) charged per hour, and the amount of the total payment owed. The Accounts Payable department will review invoices, and someone will follow up with the vendor if additional information is required.

Q10: Is there cost estimation included as part of this study?

A: Bidders should develop a budget that reflects all expenses related to the completion of the project. There is no estimate for the total cost.

Q11: Is there a preliminary schedule you can share for this project? You have listed 3 months from start to finish for this study. Please confirm.

A: The schedule will be finalized after the consultant is chosen.

Q12: Who will be the decision makers for this project? Is it a committee?

A: The Executive Office of the Commission will make all decisions, but the project will be overseen by the Director of Administration and Finance who is part of the senior leadership team.

Q13: Does BPHC have an existing furniture vendor they work with?

A: BPHC already has an established procurement process for obtaining and installing furniture.

Q14: What is the construction budget for this project?

A: No construction or renovation is planned as part of this project.

Q15: Is there a limit on the size of the pdf for the proposal considering it will be emailed? Or can we use Newforma to send the proposal via email and you will be able to download it?

A: All proposals should be sent by email to RFR@BPHC.org as a PDF file. We do not have access to architectural or design software.

Q16: What are the most important criteria for selection of the consultant?

A: Cost, experience completing similar work, and the proposed timeline will be key factors. The final decision is contingent upon the number of bids submitted.

Q17: What will make this project a success?

A: A process that produces a set of plans which enables employees to have a permanent workspace and the option to hotel others who will be working from 1010 Massachusetts Avenue.

Q18: Will BPHC provide current occupancy data, or should the consultant conduct independent occupancy studies?

A: The consultant should study the current layout of the floors and configuration of the cubicles.

Q19: How many stakeholder meetings should vendors include in their pricing?

A: Stakeholder engagement will be facilitated by BPHC. The method (i.e. in-person/virtual meetings, focus groups, interviews, surveys etc.) will be discussed with the winning bidder.

Q20: Will BPHC require the consultant to present findings to different groups (leadership, staff, etc.), and if so, how many presentations should be included?

A: The consultant should plan on making a presentation to the Executive Office. Additional presentations may also be scheduled at the conclusion of the project.

Q21: Does BPHC have a preferred format for the final deliverables beyond the floor plans?

A: A format that can be easily updated, shared and does not require access to specific software or applications.

Q22: Is there an expected implementation timeline that should inform our planning?

A: The Executive Office will establish a timeline for implementation based on the recommendations and advice of the consultant.

Q23: Will the reorganization be implemented in phases, or as a single move?

A: The Executive Office will decide the best method for implementation based on the recommendations and advice of the consultant.

Q24: Are there any specific M/WBE participation goals for this project?

A: BPHC is eager to work with certified underrepresented businesses such as M/WBEs and encourages all qualified firms to submit bids. There are no participation goals.

Q25: Will the consultant have access to previous space utilization studies or staff surveys if they exist?

A: No previous studies or staff surveys have been conducted.

Q26: What type of file format will be provided to us for conducting the drawings?

A: The only files available are PDF renderings of the Annex, 2nd floor, and 6th floor but they are outdated.

Q27: Is the primary focus on improving space utilization, enhancing collaboration, or accommodating hybrid/remote work?

A: The focus is to look at how best to utilize existing space as well as accommodating individuals that need workspace when onsite.

Q28: What specific departments, programs, or teams will be included in the reorganization?

A: 1010 Massachusetts Avenue is the headquarters of the Boston Public Health Commission. The reorganization could have an impact on all employees based at this location.

Q29: How many people will be affected by this new plan?

A: All employees that work at BPHC headquarters may be affected depending on what changes are recommended.

Q30: Should the new plan include only room layouts, or should it also consider furniture arrangements, workspace ergonomics, and collaborative zones?

A: The new plans should consider the location of meeting rooms, private offices and existing furniture.

Q31: Will furniture recommendations be part of the project scope?

A: No new furniture will be purchased.

Q32: If yes, who will be responsible to place the furniture order, oversee the delivery and installation of furniture?

A: The purchase and installation of furniture is not part of the scope of this project.

Q33: Will new lighting design, selection, and installation be part of the project scope?

A: Lighting is not part of the scope of this project.

Q34: Are there any known challenges or limitations with the existing layout (e.g., space constraints, obstructions, accessibility concerns)?

A: The building is old and owned by the City of Boston. Changes to the physical layout must be approved by the City. Executive offices are located on the 6th floor and the reception area is on the 2nd floor.

Q35: How accurate are the existing floor plans, and are there any recent updates or changes that need to be considered?

A: Existing floor plans do not reflect recent renovations to the structure of the building or cubicle changes. New plans will have to be drawn up.

Q36: Are there any existing facilities or furniture (e.g., cubicles, desks) that will be retained or must be included in the plan?

A: Current furniture and meeting rooms will be retained.

Q37: What's the condition of existing furniture and office systems (e.g., HVAC, lighting) and should these be factored into the design?

A: The City of Boston is responsible for the condition of the building including lighting and management of the HVAC system.

Q38: Are certain zones (e.g., executive offices, meeting rooms) off-limits for reorganization?

A: The Executive Director's office is located on the 6th floor. Senior leadership is clustered near the Executive Director. There is a receptionist on the second floor and members of the public come to 1010 Massachusetts for assistance or to complete paperwork for permits.

Q39: How many staff members are expected to use the building on a given day, and how much flexibility will be required for hybrid/remote workers?

A: Employees report to the office three days a week depending on the schedule negotiated with their manager.

Q40: How will hoteling space be managed and allocated?

A: The Executive Office will make decisions about how to allocate and manage the hoteling space after reviewing the recommendations from the consultant.

Q41: Is there an established policy or process for hybrid workers reserving hoteling space?

A: No such space currently exists therefore there is no policy.

Q42: How many "hoteling" spaces will be required?

A: The Commission will rely upon the consultant to provide a recommendation about an appropriate number of spaces to allocate for hoteling.

Q43: Are there any special requirements for contractors, interns, or temporary staff?

A: No.

Q44: How many contractors or floating workers will need access to desk space, and what level of access will they have?

A: The number of onsite contractors and temporary staff fluctuates. Badges are issued to individuals who need to move freely throughout the building and access is controlled by the Operations department.

Q45: How much time do you plan for staff surveys, focus groups, or one-on-one interviews to gather feedback on their preferences for space allocation?

A: These details will be determined in conjunction with the winning bidder, but the consultant will need to engage with staff to understand their concerns and perspectives.

Q46: Do certain departments need specific layouts (e.g., more private offices vs. collaborative workspaces)?

A: As with any workplace, there is a need for private offices where confidential conversations can occur. Some departments grow faster than others so the ability to accommodate future growth should be weighed as well.

Q47: Are there specific equipment or technology needs that should be considered in the design of the space?

A: Existing workspaces are equipped to handle standard equipment and technology. Any additional modifications will be managed internally.

Q48: Are there any specialized requirements for staff in terms of technology (e.g., teleconferencing, video equipment, privacy concerns)?

A: BPHC has an Information & Technology Services (ITS) department that oversees technology at 1010 Massachusetts Ave. Confidential conversations occur in private offices with doors that close.

Q49: What is the timeline for the completion of the project?

A: Three months have been allocated to complete the project. The details about which activities will occur when are subject to negotiation after the winning bid has been chosen.

Q50: When would you like the new floor plan to be delivered, and are there any milestone dates (e.g., internal meetings or presentations)?

A: An appropriate timeline that accounts for internal meetings, surveys and presentations will be negotiated with the winning bidder.

Q51: Are there any critical dates or deadlines that need to be met?

A: A project schedule and critical deadlines will be determined after the bidder has been chosen.

Q52: How long is the consultant expected to be engaged, and how long will the space planning process take from start to finish?

A: These details will be negotiated with the winning bidder prior to finalizing the contract.

Q53: Who will be the primary point of contact at BPHC for decision-making and approvals?

A: The Director of Administration and Finance will oversee this effort.

Q54: Is there a steering committee or specific individuals responsible for approving plans and making final decisions?

A: All decisions will be made by the Executive Office.

Q55: What level of involvement will BPHC leadership have in the process?

A: The Director of Administration and Finance is a member of the senior leadership team at the Commission and will provide oversight of the project.

Q56: Will you need to present the space plan to senior leadership for approval or feedback? If so, how often will feedback loops occur?

A: Key milestones and a formal timeline will be negotiated with the winning bidder.

Q57: Are there any other stakeholders (e.g., other City departments, external vendors) who need to be consulted during the planning process?

A: This process is internal to the Boston Public Health Commission. Outside stakeholders will not be involved.

Q58: What format should the final deliverables be presented in?

A: A format that can be easily updated, shared and accessed without special software or applications.

Q59: Do you need to provide physical copies, digital documents, 3D models, or presentations?

A: An electronic file that can be shared and updated when necessary.

Q60: Should the floor plan be interactive (e.g., digital floor plan tools)?

A: The ability to manipulate the file containing the plans is ideal but BPHC does not have access to architectural or design software.

Q61: Do you expect to see partial or complete 3D rendering of the proposed space to include furniture and furnishings?

A: The plans should consider existing furniture and/or furnishings.

Q62: Are there any interim reports or presentations required during the project?

A: Milestones and a formal timeline will be negotiated with the winning bidder.

Q63: How often should progress updates be shared with BPHC, and in what format?

A: The format and way in which updates should be shared will be determined after discussion with the consultant.

Q64: Will there be a formal review process for each draft of the floor plan?

A: There should be an opportunity to provide feedback prior to the delivery of a final draft. These details will be finalized after a winner is chosen.

Q65: What is the budget range for this project?

A: There is no budget or cost estimate. The final cost will be determined after reviewing the bids and the completion of the selection process.

Q66: Do you have a specific budget limit, or are you expecting a cost estimate that aligns with your budget goals?

A: There is no budget or cost estimate for the project.

Q67: Are there any restrictions or limits on how much can be spent on the project?

A: The Boston Public Health Commission is a public entity funded by taxpayers. Costs should be reasonable and justified.

Q68: For example, is there a cap on the consultant's fees, or limits on external costs like surveying or software tools?

A: All costs should be reasonable and justified. The proposed budget should be comprehensive and include all expenses related to the completion of the project.

Q69: Will the consultant be expected to conduct any on-site work?

A: The consultant will need to meet with staff and assess the current layout of each area as well as the location of different programs and departments.

Q70: Will the consultant need to visit the office to observe the space and meet with BPHC staff, or will the work be done remotely?

A: The consultant will need to travel to 1010 Massachusetts to meet with staff and assess the current layout of each floor.

Q71: How involved will the consultant be in the implementation of the proposed plan?

A: Implementation will be managed internally after the Executive Office determines how best to proceed but the consultant may be asked to assist with this process.

Q72: Is the consultant expected to help with implementing the reorganization, or will they just be responsible for providing recommendations and the final floor plan?

A: The consultant will provide recommendations and plans but may also be asked to assist with implementation.

Q73: What is the level of support expected from the consultant after the final plan is delivered?

A: The consultant should be available to help with implementation and to offer other support if necessary.

Q74: Will the consultant need to provide follow-up support or consultations after the space plan is finalized?

A: A new contract and scope of work will be developed if additional services or ongoing support is required after the initial deliverables have been submitted and accepted.

Q75: Are there any risks or challenges anticipated with this project?

A: Employees are attached to their workspaces. The prospect of being relocated will not be received well. The consultant will have to be sensitive and strategic about how they approach the process of gathering input from employees.

Q76: Are there any contingency plans in place in case the project runs over schedule or budget?

A: BPHC will remain in close contact with the consultant and address cost overruns or timeline adjustments when the need arises.

Q77: What are the protocols for handling unexpected delays or costs?

A: The consultant should immediately notify the Director of Administration and Finance of any unexpected delays or costs.

Q78: Please confirm if the combined square footage of the 2nd and 6th floors is 59,000 square feet. This would bring the total project square footage to 75,000 square feet, including the adjoining building floor.

A: The total square footage for all three locations is a rough estimate.

Q79: Please clarify the accuracy of the existing drawings in reflecting the current layout. In other words, will the scope of work require measuring, verification and re-drawing of the 3 occupied floors?

A: The existing drawings are outdated. New drawings will need to be produced.

Q80: Are there CAD or Revit drawings available for the existing floors?

A: No drawings are available beyond what was included in the RFP.

Q81: If possible, please specify the projected number of staff expected to occupy the space (on-site/dedicated as well as floating).

A: The Commission is seeking guidance from the consultant about an appropriate number of spaces for permanent and non-permanent or temporary staff. Approximately 500 – 600 employees work from 1010 Massachusetts Ave but are not all in the office at the same time. All employees must live in Boston and can be called to the office during an emergency like the Covid pandemic.

Q82: How many departments do you have?

A: The Boston Public Health Commission has multiple bureaus, departments, offices and programs. An [Organizational Chart](#) is available on the “About The Health Commission” page of the BPHC website.

Q83: Does there exist any electronic CAD plan? If so does it include the tenant fit-up walls, workstations, and other furniture? Trying to understand how much field verification will need to be done since the drawing will be the basis in understanding the existing space and for space planning the programs.

A: There are no electronic files available.

Q84: How many people will be located the facilities that you describe?

A: Approximately 500 – 600 employees work at 1010 Massachusetts Avenue.

Q85: How many departments are involved?

A: All departments may be impacted by the proposed changes.

Q86: How many hoteling spaces (the capacity) do you foresee?

A: The Commission is seeking guidance from the consultant regarding an appropriate number of spaces for its workforce.

Q87: Will existing conditions electronic CAD files be provided for the floors of office spaces? Should time be allocated to field verification of drawings files provided?

A: The consultant will need to assess the layout of the floors and configuration of the cubicles for themselves. No electronic files or renderings are available.

Q88: How many user group are you anticipating that we would be meeting with in order to collect the information required to provide recommendations?

A: The Executive Office will facilitate engagement with staff to ensure that the consultant has enough information to develop plans and make recommendations.