PIERCE COUNTY LIBRARY SYSTEM

Community Engagement Consultation RFQ
Questions and Answers
October 23, 2026

Question 1: May the three recent project references come from a named subcontractor who will perform the relevant work, with each project clearly attributed, or must all three belong to Blue Compass? Will individual team members' experience also be considered?

Answer: Our preference is that references be provided from clients that have had direct experience with the proposed named consultants that would work on the project at Pierce County Library System.

Question 2: What staff cohort size, number of in-person activities, and geographic coverage should we budget for?

Answer: Approximately 20 people within the Library's taxing district in Pierce County. For number of in-person activities, that may be a discussion with the RFQ finalist and provided in contractual language for scope of activities.

Question 3: Which costs should the consultant include for interpretation, accessibility, participant honoraria, venues, and toolkit materials, and what will the Library provide?

Answer: Base consulting costs should be included in the Consultant's fees as provided in the anticipated project budget range. However, some costs may be offered as optional, such as honoraria and toolkit materials. The Library generally can secure venues at reasonable rates through government discounts; however, it's likely that the Library may use its own branches and other facilities as venues unless there's a compelling reason to conduct events at non-Library venues.

Question 4: Is there a separate contract beyond the RFQ, and what acceptance and payment timeframe should we assume for monthly invoices?

Answer: Yes, a contract will be drawn up, preferably using the Consultant's form of agreement that the Library will review and offer edits, typically around certain terms and conditions (e.g., insurance, public records, indemnification, etc.)

Our standard method of payment is via Consultant's monthly invoice with Net-30 terms. The Library's project manager will review and approve the invoice and submit for payment. If there's a different arrangement that the Consultant uses, please include that as part of the RFQ submission (a different method will not negatively affect the qualifications of the RFQ).

Question 5: Are there proposal page limits, required file formats, or additional attachments/addenda beyond those on the Partner with Us page?

Answer: No. But the page limit should reflect the nature and scope of the project as provided in the RFQ. Our preference is PDF format. Additional attachments that help the

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Library determine qualifications are fine, so long as the RFQ response addresses the scope of the project and all other required submissions are provided (such as references).

Question 6: Have you already begun implementation of the 2025-2029 strategic plan, for example gathering baseline data for visitor outcomes, public satisfaction, and library usage, or is this RFQ the beginning phase of the Plan?

Answer: Implementation began in January 2025. This project supports the Library's strategic plan goals to use participatory engagement methodology to listen to the community, build relationships, deliver high-quality customer service, and emphasize strategic partnerships.

Question 7: How many established Partners are working with the Pierce County Library System? Is there a desire to expand the number and types of partnerships?

Answer: The Library has several partnerships of various nature, with some having agreements in place. The desire is not to expand partnerships as a direct result, but engage with the community, which could include partners.

Question 8: With over 70% of the 2026 Pierce County population being served by the PCLS, are there goals for increasing the number of residents served, or is the primary goal to improve the experiences of existing users?

Answer: The Library serves all communities in its taxing district. This includes all the cities listed in the RFQ as well as all of unincorporated Pierce County. At this time, the Library has no plans to annex other unserved cities, such as Fircrest and Roy. The Library does have reciprocal borrowing arrangements with other city libraries, such as Puyallup and Tacoma, and libraries mostly outside of Pierce County in the Washington State Puget Sound area.

Question 9: How many, or what percentage, of the 43 unincorporated Pierce County communities use the PCLS?

Answer: The Library serves all communities in its taxing district. This includes all the cities listed in the RFQ as well as all of unincorporated Pierce County.

Question 10: Is there a preference for a vendor based in Washington State or Pierce County? Are out-of-town/state firms eligible to apply?

Answer: The Library encourages all qualified vendors to respond to the RFQ, including those with offices outside of Pierce County or Washington State.

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Question 11: Can any of the work be performed virtually?

Answer: Yes, some of the work can be performed virtually.

Question 12: Does the $100,000 to $130,000 range include all project expenses, such as travel, interpretation, participant stipends, and art supplies, or will some costs be covered separately by the Library?

Answer: Base consulting costs should be included in the consultant's fees as provided in the anticipated project budget range. However, some costs may be offered as optional, such as honoraria and toolkit materials. The Library generally can secure venues at reasonable rates through government discounts; however, it's likely that the Library may use its own branches and other facilities as venues unless there's a compelling reason to conduct events at non-Library venues.

Question 13: Can the Library describe what it envisions for the "tangible items" in the toolkit?

Answer: In addition to digital items, i.e. documents, the toolkit should include physical items that can be reused for participatory community engagement beyond the work with the consultant.

Question 14: Will the Library provide meeting space, event space, outreach through its communication channels, and translation or interpretation for community engagement activities?

Answer: The Library will use its communication channels to support the work. Some costs can be listed as optional, such as translation or interpretation for community engagement activities. The Library generally can secure venues at reasonable rates through government discounts; however, it's likely that the Library may use its own branches and other facilities as venues unless there's a compelling reason to conduct events at non-Library venues.

Question 15: Are there priority communities or languages the Library would like this work to focus on?

Answer: Priority communities and languages will be part of the discovery process with the consultant.

Question 16: Does the Library anticipate project team meetings and staff trainings to be held in person, virtually, or a mix? For community engagement activities, should we plan for events at multiple branch locations across the service area, and if so, approximately how many? Is there a central location where staff trainings and project meetings would typically be held?

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Answer: A combination of virtual and in-person meetings with the project team and staff is appropriate for this project. TThe number and location of events will be strategized with the consultant. The Library has a centrally located administrative center that can be used for meetings.

Question 17: Can the Library share details about any community engagement completed since the strategic plan was adopted and whether a consultant supported that work?

Answer: The Library provides mobile services and outreach at community events and has engaged with community partners throughout the county. A consultant has not supported this work.