



**Request for Proposals:
LIBRARY OUTREACH & CRISIS WORKERS**

Issued by: Regina Public Library

Competition: RPL-2024-05

Issue Date:	April 22, 2024
Closing Date:	May 17, 2024
Decision Date:	May 30, 2024
Contract Start:	August 1, 2024

Table of Contents

PART 1 - INVITATION AND SUBMISSION INSTRUCTIONS	5
1.1 Invitation to Respondents	5
1.2 Background Information	5
1.3 RFP Contact	6
1.4 Type of Contract for Required Services	6
1.5 RFP Timetable	6
1.6 Submission of Proposals	6
1.6.1 Proposals to be Submitted at Prescribed Location.....	6
1.6.2 Proposals to be Submitted on Time.....	6
1.6.3 Proposals to be Submitted in Prescribed Format	7
1.6.4 Amendment of Proposals	7
1.6.5 Withdrawal of Proposals	7
PART 2 - TERMS AND CONDITIONS OF THE RFP PROCESS	8
2.1 General Information and Instructions	8
2.2 Respondents to Follow Instructions	8
2.2.1 Responses in English	8
2.2.2 No Incorporation by Reference	8
2.2.3 References and Past Performance.....	8
2.2.4 Information in RFP Only an Estimate.....	8
2.2.5 Respondents to Bear Their Own Costs.....	8
2.2.6 Proposal to be Retained by the Library	8
2.3 Communication after Issuance of RFP	8
2.3.1 Respondents to Review RFP.....	8
2.3.2 All New Information to Respondents by Way of Addenda.....	9
2.3.3 Post-Deadline Addenda and Extension of Submission Deadline	9
2.3.4 Verify, Clarify and Supplement.....	9
2.4 Notification and Debriefing	9

2.4.1	Notification to Other Respondents.....	9
2.4.2	Debriefing	9
2.5	Conflict of Interest and Prohibited Conduct.....	10
2.5.1	Conflict of Interest	10
2.5.2	Ineligible Persons	11
2.5.3	Disqualification for Conflict of Interest.....	11
2.5.4	Disqualification for Prohibited Conduct.....	11
2.5.5	Prohibited Respondent Communications.....	11
2.5.6	Respondent Not to Communicate with Media	12
2.5.7	No Lobbying.....	12
2.5.8	Illegal or Unethical Conduct.....	12
2.5.9	Past Performance or Past Conduct.....	12
2.6	Confidential Information	12
2.6.1	Confidential Information of the Library	12
2.6.2	Confidential Information of Respondent	13
2.7	Procurement Process Non-Binding.....	13
2.7.1	No Contract and No Claims	13
2.7.2	No Contract until Execution of Written Agreement.....	13
2.7.3	Non-Binding Price Estimates	13
2.7.4	Cancellation	13
2.8	Governing Law and Interpretation	14
PART 3	- SCOPE OF REQUIRED SERVICES.....	15
3.1	Scope of Required Services	15
3.2	Criteria & Strategies	15
3.3	Inclusive Community Environment	15
3.3.1	Hours of coverage/support for libraries	16
3.3.2	Location of Work and Equipment	16
3.3.3	Library Outreach & Crisis Workers (LOCW) to provide the following to library customers.	17
3.3.4	Working with library staff.....	17

3.3.5	Safety	18
3.3.6	Out of scope	18
3.4	Additional Information.....	18
PART 4 - SUBMISSION REQUIREMENTS & EVALUATION CRITERIA.....		19
4.1	Submission Requirements.....	19
4.1.1	Letter of Transmittal.....	19
4.1.2	Company Information and Profile	19
4.1.3	Service Approach	20
4.1.3.1	Customer Service	20
4.1.3.2	Organizational Experience	20
4.1.3.3	Description of Service Approach	20
4.1.3.4	Staffing and Customer Service Management	20
4.1.3.5	Staff Training	20
4.1.4	Industry Experience	21
4.1.5	Cost and Value for Service	21
4.1.6	References/Past Performance References.....	21
4.2	Evaluation	22
4.2.1	Rated Criteria.....	22
4.2.2	Interviews.....	24
4.2.3	Award	24

PART 1 - INVITATION AND SUBMISSION INSTRUCTIONS

1.1 Invitation to Respondents

This Request for Proposals (RFP) is an invitation by the Regina Public Library (RPL) to enter into a contract to provide and deliver crisis and incident support as well as community navigation support directly to customers of the Library as part of the RPL's Safe and Welcoming activities.

Regina Public Library (RPL) is established under *The Public Libraries Act, 1996* to facilitate equitable access by all residents of Saskatchewan to basic and special library services. The RPL Board of Directors has a vested interest in the commission of policies and procedures that will provide library services to the citizens of Regina through RPL's Central Library and eight Branch locations throughout the city of Regina.

The Regina Public Library engages the citizens of Regina by providing a community gathering place where the joy of reading, discovery and lifelong learning is promoted and encouraged where everyone can access information in all its forms for enjoyment, work and study.

In support of Regina Public Library's (RPL's) efforts to provide welcoming public spaces, contracted Library Outreach and Crisis Workers (LOCW) are needed to support our staff and third party security guard teams' to ensure compliance of customers and visitors with RPL's Safe Use and Conduct Bylaw and all other RPL policies (<https://www.reginalibrary.ca/about/policies>).

RPL invites qualified and experienced Proponents to submit a Proposal for a term of three (3) years plus an option for RPL to extend up to a total of five years with two one-year extensions.

More information about Regina Public Library can be found at www.reginalibrary.ca.

1.2 Background Information

The Library is a community gathering place where community services, spaces and technologies are brought together to inspire everyone to discover, learn and connect. The programs, services and supports we provide help to build a strong community: one that values knowledge and understanding, and respects and upholds diversity.

The library of today offers a positive, dynamic meeting place in which people can interact and share ideas. It's about learning, seeking knowledge and exchanging information. We assess priorities and provide resources to support the things deemed most important by our customers and citizens.

The Library has operations in nine locations, including the Central Library building and eight branches in a mix of owned, leased, and partner premises.

1.3 RFP Contact

For the purposes of this procurement process, the RFP Contact will be:

Amber Christensen

(306) 777-6108

achristensen@reginalibrary.ca

Respondents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the Library, other than the RFP Contact, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the respondent and the rejection of the respondent's proposal.

1.4 Type of Contract for Required Services

The successful respondent will be requested to enter a contract for the provision of the required services.

The term of this contract will begin August 1, 2024 and will remain in effect for 3 years, with plus an option for RPL to extend up to a total of five years with two one-year extensions. Possibility of up to two extensions of one year each.

1.5 RFP Timetable

The following RFP timetable is based on the best available information and will govern the process unless amended by the Library.

Issue Date of RFP	April 22, 2024
Closing Date/Submission Deadline	May 17 at 500pm CST
Decision Date	May 30, 2024
Contract Start Date	August 1, 2024

The RFP timetable is tentative only and may be changed by RPL at any time.

1.6 Submission of Proposals

1.6.1 Proposals to be Submitted at Prescribed Location

Amber Christensen

(306) 777-6108

achristensen@reginalibrary.ca

1.6.2 Proposals to be Submitted on Time

Proposals must be received on or before the Submission Deadline set out in the RFP Timetable.

Sending large documents via email may take significant time, depending on the file size and internet connection speed. It is strongly recommended that respondents allow sufficient time of at least one (1) hour before the Submission Deadline to send documents.

1.6.3 Proposals to be Submitted in Prescribed Format

Respondents should submit one (1) electronic copy. Proposals should be prominently marked with the RFP title and number (see RFP cover), with the full legal name and return address of the respondent.

1.6.4 Amendment of Proposals

Respondents may amend their proposals prior to the submission deadline by submitting the amendment via an email prominently marked with the RFP title and number and the full legal name and return address of the respondent to the location set out above. Any amendment should clearly indicate which part of the proposal the amendment is intended to amend or replace.

1.6.5 Withdrawal of Proposals

At any time throughout the RFP process, until the execution of a written agreement for provision of the required services, a respondent may withdraw a submitted proposal. To withdraw a proposal, a notice of withdrawal must be emailed to the RFP Contact and must be signed by an authorized representative of the respondent. The Library is under no obligation to return withdrawn proposals.

[End of Part 1]

PART 2 - TERMS AND CONDITIONS OF THE RFP PROCESS

2.1 General Information and Instructions

2.2 Respondents to Follow Instructions

Respondents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable section numbers of this RFP.

2.2.1 Responses in English

All responses are to be in English only.

2.2.2 No Incorporation by Reference

The entire content of the respondent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in the respondent's proposal but not attached will not be considered to form part of its proposal.

2.2.3 References and Past Performance

In the evaluation process, the Library may include information provided by the respondent's references and may also consider the respondent's past performance or conduct on previous contracts with the Library or other institutions.

2.2.4 Information in RFP Only an Estimate

The Library and its advisers make no representation, warranty, or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to respondents the general scale and scope of the Deliverables. It is the respondent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

2.2.5 Respondents to Bear Their Own Costs

The respondent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

2.2.6 Proposal to be Retained by the Library

The Library will not return the proposal or any accompanying documentation submitted by a respondent.

2.3 Communication after Issuance of RFP

2.3.1 Respondents to Review RFP

Respondents should promptly examine all the documents comprising this RFP and may direct questions or seek additional information in writing by email to the RFP Contact on or

before the Deadline for Questions. No such communications are to be directed to anyone other than the RFP Contact. The Library is under no obligation to provide additional information, and the Library is not responsible for any information provided by or obtained from any source other than the RFP Contact. It is the responsibility of the respondent to seek clarification from the RFP Contact on any matter it considers to be unclear. The Library is not responsible for any misunderstanding on the part of the respondent concerning this RFP or its process.

2.3.2 All New Information to Respondents by Way of Addenda

This RFP may be amended only by addendum in accordance with this section. If the Library, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all respondents by addendum. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Respondents are responsible for obtaining all addenda issued by the Library.

2.3.3 Post-Deadline Addenda and Extension of Submission Deadline

If the Library determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the Library may extend the Submission Deadline for a reasonable period of time.

2.3.4 Verify, Clarify and Supplement

When evaluating proposals, the Library may request further information from the respondent or third parties to verify, clarify or supplement the information provided in the respondent's proposal, including but not limited to clarification with respect to whether a proposal meets the mandatory technical requirements set out in this RFP. The Library may revisit, re-evaluate and rescore the respondent's response or ranking based on any such information.

2.4 Notification and Debriefing

2.4.1 Notification to Other Respondents

Once an agreement is executed by the Library and any selected respondents, the other respondents will be notified directly by email.

2.4.2 Debriefing

Respondents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the RFP Contact and must be made within 14 days of such notification.

2.5 Conflict of Interest and Prohibited Conduct

2.5.1 Conflict of Interest

For the purposes of this RFP, the term “Conflict of Interest” includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFP process, the respondent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to:
 - (i) having, or having access to, confidential information of the Library in the preparation of its proposal that is not available to other respondents;
 - (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process), or
 - (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFP process or render that process non-competitive or unfair; or
- (b) in relation to the performance of its contractual obligations under a contract for the Deliverables, the respondent’s other commitments, relationships, or financial interests
 - (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or
 - (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

Respondents must:

- (a) avoid any Conflict of Interest in relation to the RFP;
- (b) immediately disclose to the Library any actual or potential Conflict of Interest that arises during the RFP process; and
- (c) comply with any requirements prescribed by the Library to resolve any Conflict of Interest.

If a respondent considers that a particular circumstance, situation, relationship or association does not create a Conflict of Interest and will not create a perception of Conflict of Interest, but is concerned that the Library could arrive at a different conclusion, the respondent should fully disclose the circumstances to the Library at the earliest possible date, and request that the Library provide an advance interpretation as to whether it creates a Conflict of Interest or a perception of Conflict of Interest. The Library will provide confidential responses to such inquiries.

2.5.2 Ineligible Persons

The following individuals are not eligible to participate, either directly or indirectly, as a respondent or as a respondent's team member or subcontractor (the "Ineligible Persons"):

- (a) any individual that is currently employed by the Library or that was formerly employed by the Library any time within 12 months preceding the Submission Deadline; or
- (b) any member of the Library's Board of Directors.

Respondents must disclose if any of their proposed or intended team members or subcontractors are associated with any Ineligible Person. The Library may, in its sole discretion determine that the association constitutes a potential or perceived Conflict of Interest and the Library may, in its sole discretion:

- (a) prohibit the participation of the associated entity; or
- (b) disqualify the respondent in accordance with section 3.4.2 below; or,
- (c) prescribe requirements to resolve the Conflict of Interest and allow the participation of the associated entity.

2.5.3 Disqualification for Conflict of Interest

The Library may disqualify a respondent where any conduct, circumstance, situation, relationship or association is determined by the Library, in its sole and absolute discretion, to constitute a Conflict of Interest and:

- (a) the respondent has failed to disclose the Conflict of Interest;
- (b) the respondent or any of its team members or subcontractors fails to comply with any requirements prescribed by the Library to resolve a Conflict of Interest; or
- (c) the Library determines, in its sole discretion, that the Conflict-of-Interest issue cannot be resolved.

2.5.4 Disqualification for Prohibited Conduct

The Library may disqualify a respondent, rescind notice of selection, or terminate a contract subsequently entered into if the Library determines that the respondent has engaged in any conduct prohibited by this RFP.

2.5.5 Prohibited Respondent Communications

Respondents must not engage in any communications that could constitute a Conflict of Interest.

2.5.6 Respondent Not to Communicate with Media

Respondents must not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the RFP Contact.

2.5.7 No Lobbying

Respondents must not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful respondent(s).

2.5.8 Illegal or Unethical Conduct

Respondents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion, or collusion. Respondents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, appointed officials or other representatives of the Library; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

2.5.9 Past Performance or Past Conduct

The Library may prohibit a respondent from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

- (a) illegal or unethical conduct as described above;
- (b) the refusal of the respondent to honour its submitted pricing or other commitments; or
- (c) any conduct, situation or circumstance determined by the Library, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

2.6 Confidential Information

2.6.1 Confidential Information of the Library

All information provided by or obtained from the Library in any form in connection with this RFP either before or after the issuance of this RFP:

- (a) is the sole property of the Library and must be treated as confidential,
- (b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables,
- (c) must not be disclosed without prior written authorization from the Library, and
- (d) must be returned by the respondent to the Library immediately upon the request of the Library.

2.6.2 Confidential Information of Respondent

A respondent should identify any information in its proposal, or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Library. The confidentiality of such information will be maintained by the Library, except as otherwise required by law or by order of a court or tribunal. The Library is subject to *The Local Authority Freedom of Information and Protection of Privacy Act*.

2.7 Procurement Process Non-Binding

2.7.1 No Contract and No Claims

This procurement process is not intended to create and will not create a formal, legally binding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

- (a) this RFP will not give rise to any Contract based tendering law duties or any other legal obligations arising out of any process contract, or collateral contract; and
- (b) neither the respondent nor the Library will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract, or failure to honour a proposal submitted in response to this RFP.

2.7.2 No Contract until Execution of Written Agreement

This RFP process is intended to solicit non-binding proposals for consideration by the Library and may result in an invitation by the Library to a respondent to enter into a contractual agreement. No legal relationship or obligation regarding the procurement of any good or service will be created between the respondent and the Library by this RFP process until the execution of a written agreement for the acquisition of such goods and/or services.

2.7.3 Non-Binding Price Estimates

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of the respondents. Any inaccurate, misleading, or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of the Library to enter into an agreement for the services.

2.7.4 Cancellation

The Library may cancel or amend the RFP process without liability at any time.

2.8 Governing Law and Interpretation

These Terms and Conditions of the RFP Process:

- (a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- (b) are non-exhaustive and must not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and
- (c) are to be governed by and construed in accordance with the laws of the province of Saskatchewan and the federal laws of Canada applicable therein.

[End of Part 2]

PART 3 - SCOPE OF REQUIRED SERVICES

3.1 Scope of Required Services

This section provides a breakdown of minimum mandatory service delivery requirements. Organizations interested in applying are encouraged to provide additional details and build upon the minimum requirements.

RPL seeks applications from organizations that provide social services and have a demonstrated commitment to improving health and wellbeing outcomes for individuals experiencing trauma, mental health disorders, substance use and/or other behavioral health disorders in Regina, SK. Applying organizations are expected to have existing relationships with social service providers and community-based initiatives that support people in the City of Regina.

3.2 Criteria & Strategies

RPL seeks proposals from individual organizations to deliver the following strategies to meet the following criteria and strategies:

- Recruit, hire, train, and manage two library outreach and crisis workers, with a minimum of registered social worker (or equivalent determined by the organization).
- Coordinate, schedule, manage, and provide supervision to the Library Outreach and Crisis Workers (LOCWs).
- Maintain cooperative and productive relationships with staff of Regina Public Library for successful program implementation.
- Collect and share relevant data based on agreed upon measures to demonstrate efficacy of the program.
- Ensure that the following additional training requirements are completed by the Library Outreach and Crisis Workers (LOCWs).
- At the proponent's expense:
 - First Aid/CPR with AED as well as training on use of Naloxone Nasal spray and responding to opioid poisoning related medical emergencies.
 - Criminal and vulnerable sector record check completed through Regina Police Services.

3.3 Inclusive Community Environment

- RPL has locations throughout the City of Regina and serves a very diverse community of people, who use our services and attend our programs.
- Regina Public Library values diversity in the workforce. Preference will be given to proponents who demonstrate a commitment to employ a workforce at RPL that is representative of the people who use and visit RPL's Central Library and branches.

3.3.1 Hours of coverage/support for libraries

- **Note these are subject to change at the discretion of RPL**
- Maintain placement of the library outreach and crisis workers (LOCW) to ensure availability of one worker for opening hours, primarily located at Central Library, starting on Mondays at 1:30pm through to 5:15pm on Saturdays. Hours worked at other library locations to be determined through mutual agreement of library representative.
- Recognition that when the LOCW is sick or on vacation leave, at times there may be no coverage. However, extended periods of time related to absence or vacancy of the position would need to be addressed by the managing organization.

Day	Hours
Monday	1:30 to 9:15pm
Tuesday	9:30am to 9:15pm
Wednesday	9:30am to 9:15pm
Thursday	9:30am to 9:15pm
Friday	9:30am-6:15pm
Saturday	9:30am to 5:15pm
Sunday	May be negotiated at future time if determined they are required in future.

3.3.2 Location of Work and Equipment

- Provided access to a workspace located within Central Library's Community Commons.
- Access to internet or WI-FI for devices.
- LOCW's are required to carry a 2-way radio while on shift at Central Library to communicate with library staff and security.
- Primary work location is Central Library 2311 12th Avenue.
- Through mutual agreement some hours may be worked at any of the different Library branches, located at:
 - Connaught Branch – 3435 13th Avenue
 - George Bothwell Branch – Southland Mall, 2965 Gordon Rd
 - Glen Elm Branch – 1601 Dewdney Avenue E

- Prince of Wales Branch – 445 14th Avenue
- Regent Place Branch – 331 Albert Street
- Sherwood Village Branch – 6121 Rochdale Blvd
- Sunrise Branch – 3130 E. Woodhams Drive

3.3.3 Library Outreach & Crisis Workers (LOCW) to provide the following to library customers.

- Implement crisis management techniques as required to support those who may be displaying challenges with mental, emotional distress related to trauma, addictions, lack of other social supports.
- Assess client/patron needs and make appropriate referrals in areas such as access to food, housing, employment, counseling (mental health services), emergency shelter, harm reduction, substance use treatment programs, prevention support, etc.
- Activities include supporting community navigation, referrals to services and supports required to facilitate access to various health, mental wellness and other social services opportunities to promote social determinants of health, including but not limited to: housing, employment, education, health, including substance abuse, social abuse, social and emotional issues, etc.
- Aim is to address customers who may demonstrate challenges in complying with the Library's Safe Use and Conduct Bylaw due to other challenges as listed above.
- The LOCW may have an opportunity, depending on the severity of the challenges to intervene and offer support to the customers to address behaviours before they result in request for the customer to leave, a subsequent suspension or a call to emergency services.
- Expectation is that the LOCW will be proactive and present in the library when not engaged with one-on-one customer meetings.
- Specific duties to include:
 - Bathroom safety checks.
 - Rapport building with customers/community members using the facilities.
 - De-escalation with customers who may be displaying behaviours related to crisis, mental health, or substance related issues.
 - Support as requested by library staff or library security for customers displaying signs of mental health crisis or traumas.
- On a voluntary basis the Community Outreach Worker may provide First Aid to customer's incurring medical emergencies, including opioid poisonings and the administration of Naloxone nasal spray provided by RPL.

3.3.4 Working with library staff

- Communicate and work alongside library staff as required to manage customers in crisis.

- Provide appropriate guidance to staff day-to-day as well as through presentations at staff meetings to help address customer needs related to crisis support.
- Supports to staff: may provide immediate incident debriefing support to RPL employees involved in supporting more severe incidents.

3.3.5 Safety

- Safety is paramount: LOCWs will not put themselves, other customers, library staff or other library contractors in danger. If there is a threat of imminent escalation all necessary safety precautions will be taken (clearing the area, requesting support from library security, alerting library staff and notifying Regina Police Services or other emergency services as required in a timely fashion

3.3.6 Out of scope

- Community Outreach Worker will not provide library services related to library products and will ensure that customers are referred to library staff to support with all library related matters.

3.4 Additional Information

- RPL will provide the successful proponent's manager/supervisor and LOCWs with an on-site orientation and training in the use of the customer incident reporting system, relevant library policies, procedures and guidelines.
- RPL will provide the LOCWs with access fobs and keys as required.

PART 4 - SUBMISSION REQUIREMENTS & EVALUATION CRITERIA

4.1 Submission Requirements

Respondents must follow the proposal structure outlined below. Failure to comply with these requirements may result in a rejected proposal.

4.1.1 Letter of Transmittal

Provide a Letter of Transmittal, or covering letter, dated, and signed by a person authorized to negotiate and make commitments on behalf of the Respondent. The letter should indicate contact name, title, and telephone number of the individual who can provide any required clarifications with respect to your proposal.

4.1.2 Company Information and Profile

Please include:

1. Corporate information, including:
 - a. legal name
 - b. address
 - c. telephone
 - d. website
2. Company description, including number of years in business, number of employees, locations, and any other information that may be deemed appropriate to your proposal.
3. Description of Regina presence (i.e., location of local office, number of employees, etc.) and description of approach to serving customers in Regina.
4. Brief summary of the company's track-record and accomplishments in the past five years.
5. Brief description and any documentation available to show the company's environmental certifications, policies, and practices.
6. Insurance information, including:
 - a. The extent to which this company is protected for professional liability.
 - b. Confirmation of having minimum coverage of \$5 million for comprehensive general liability.
 - c. Confirmation that Regina Public Library Board and any shared locations that library branches operate from shall be included as an insured party under above insurance upon signing any contract resulting from this RFP,
 - d. Confirmation that a Letter of Good Standing from the Saskatchewan WCB will be provided upon signing any contract resulting from this RFP.

4.1.3 Service Approach

4.1.3.1 Customer Service

Provide a brief description of your approach to customer service and communication with contracted clients and non-contracted clients.

4.1.3.2 Organizational Experience

Describe the organization's experience with and commitment and approach to improving the quality of life and behavioral health outcomes by addressing social determinants of health and basic needs of populations at need among public library patrons.

4.1.3.3 Description of Service Approach

Proponents must describe their overall service philosophy and approach to delivering the required service.

Proponents staff must be able to communicate effectively orally and in writing in English

4.1.3.4 Staffing and Customer Service Management

Provide a description of your team's administrative and supervisory approach and experience, along with any other evidence to support your ability to deliver exceptional service as requested in this RFP. A profile for each administrator/supervisor should be included.

Proponent(s) must demonstrate that they have capacity to successfully meet the stated objectives of the RFP.

4.1.3.5 Staff Training

Proponents must provide details regarding the recruitment, training, professional development, and retention plans they have in place to ensure their ability to deliver effective resources to meet their clients' needs. Including details of your company's continuous improvement plan/process.

Please note that all proponents staff working at RPL will be required to have First Aid/CPR-C training. Describe any other safety training staff receive and any qualifications staff may have. Describe other training staff receive including but not limited to - cultural sensitivity/awareness, conflict de-escalation, issue management, problem solving, harm reduction/anti racism, trauma and mental health awareness etc.

4.1.4 Industry Experience

Demonstrate your experience with related organizations and projects.

1. Recent, formal professional development and/or experience specifically related to library functional and/or facility design.
2. Assurance of ability to apply relevant knowledge and experience to RPL projects.
3. Demonstrated experience providing services in a standing offer agreement.
4. Demonstrated innovation in services like those described herein.
5. Other relevant factors RPL may consider appropriate to its evaluation.

4.1.5 Cost and Value for Service

The proposal must include the following for each of the service level options available:

- Hourly rate for time worked for the LOCWs
- Breakdown of fees for administrative supports, supervisory supports, etc.
- Overall monthly cost for services.
- List all taxes separately.
- Provide any necessary travel or accommodations costs
- Any other costs which may apply

Rates must be provided in Canadian funds, inclusive of all applicable duties and taxes except for applicable sales taxes, which should be itemized separately.

Rates quoted by the respondent must be all-inclusive and must include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.

Please provide an estimate for each of the four pricing examples in Appendix A. Identify the pricing approach for each individual example, including (as necessary): unit cost, design/layout cost, installation costs, administration costs, and taxes, along with a total.

4.1.6 References/Past Performance References

Provide three (3) references that can attest to your organization's experience and demonstrated success in areas of social services, community navigation or delivery of similar services with in the past five (5) years, including describing as clearly as possible

how the services provided to these references is similar to the services proposed for RPL.

Please include the references' company/organization name, locations, and contact details for the key contacts, including names, titles, addresses, email addresses, and telephone numbers.

The Library reserves the right to check the references of any, and all, Respondents at any time during the evaluation process at the Library's discretion. References may be contacted by phone and/or in writing and any information received will be used to assist the evaluation committee in assessing a respondent's capability to provide the deliverables as outlined in this RFP.

The Library may use its own experience with the Respondent through previous interactions, contracts, or related projects to assess the Respondent's past performance.

The Library reserves the right to disqualify any Respondent, whose references, in the opinion of the selection committee are found to be unsatisfactory.

References will not be scored in the evaluation. However, references may influence scoring in other sections of the evaluation.

4.2 Evaluation

Proposals must meet the Library's response requirements and the terms and conditions stated in this RFP. The Library will evaluate the proposals and will select the proposal that best meets the interests of the Library based on the Library's determination of the best scoring and most advantageous proposal, interview, and completed reference checks. The Library will be the sole judge of its own best interests, the proposal, and the resulting contract. The Library's decision is final.

The Selection Committee will consist of representatives of Library Administration. The Library does not intend to disclose the evaluation results before, during, or after the RFP.

Proposals will be evaluated based on the following criteria. Weighting is shown as a percentage of 100:

4.2.1 Rated Criteria

Criteria	Points
Organizational Experience , which may consider: <ul style="list-style-type: none">• Demonstrated relationships with community health service agencies.• Resources and programs available through the organization that may offer additional supports to library customers.	20

Criteria	Points
<ul style="list-style-type: none"> Qualifications and relevant individual/organization experience, including collaborations with partnering agencies. 	
<p>Customer Service, which may consider:</p> <ul style="list-style-type: none"> Demonstrated provision of like or complimentary services to a customer group that is similar to public library customers. Supported by client references. Demonstrated knowledge and implementation of crisis and community navigation approaches, such as: trauma informed approaches, crisis intervention, etc. Problem solving mechanisms/approach Service/response timelines (period, speed, etc.) 	20
<p>Staffing Resources, which may consider:</p> <ul style="list-style-type: none"> Experience of staff and reporting managers Proposed staffing illustrates appropriate level of training and certifications to perform outreach and crisis related duties. Ability to provide appropriate staff 	30
<p>Staff Training and Preparation, which may consider a proponent's described plans and commitments for training their staff in:</p> <ul style="list-style-type: none"> Delivery of outreach and crisis services Proposed staffing illustrates appropriate level of training and certifications to perform social work duties. Additional training and ongoing opportunities for coaching and development for the LOCWs First Aid/CPR-C is mandatory. Additional training related to opioid poisoning emergencies and harm reduction. Other areas of importance – such as but not limited to cultural competencies, de-escalation, trauma informed approaches to care, etc. Proposed approach and costs for administering 3rd party resources. 	20
<p>Cost Proposal, for up to a three (3) year period + two (2) additional one-year periods Budget is in alignment with proposed activities.</p> <ul style="list-style-type: none"> Includes breakdown of monthly fees for 2 or more LOCWs (staffing levels to ensure at least 1 LOCW is available during library open hours as outlined in coverage requirements). 	10
Total	100

4.2.2 Interviews

The decision to request demonstrations, clarifications, or interviews is at the Library's discretion. The intent of the interviews, if held, will be to allow the selection committee an opportunity to clarify any questions resulting from an initial evaluation. Respondents are advised not to prepare their proposal submission in anticipation that they will be granted an interview. Please respond fully to the RFP at the time of proposal submission.

4.2.3 Award

The contract will be awarded in accordance with the following conditions:

1. Selection of the successful proposal will be based on the proposal that provides the best value for the Library. As noted in the criteria table, price is one consideration among many.
2. The Library reserves the right to award the contract in whole or in part, to one or more respondents based on their submissions, or to reject all submissions.