



**Request for Proposals:  
Management Consulting Services Standing Offer Agreement**

**Issued by: Regina Public Library**

Competition: RPL-2024-06

Issue Date:	April 30, 2024
Closing Date:	May 24, 2024
Presentation Dates (if required)	May 31/June 3, 2024
Decision Date:	June 16, 2024
Contract Start:	July 1, 2024

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## **PART 1 - INVITATION AND SUBMISSION INSTRUCTIONS**

### **1.1 Invitation to Respondents**

This Request for Proposals (RFP) is an invitation by the Regina Public Library (the Library) for qualified and experienced Proponents to submit proposals for the supply of Management Consulting Services (the “Services”) on a Standing Offer basis for project and support work as may be required by the Library from time to time. The intended Standing Offer agreement will be for a term of three (3) years with the option, upon mutual agreement, to extend up to two (2) additional times for one (1) year per extension.

### **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:

Curtis Smith  
(306) 777-6060  
[csmith@reginalibrary.ca](mailto:csmith@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**

It is understood and agreed by all Proponents that should any Proposal(s) be selected by RPL, it will result in a standing offer agreement (“Agreement”) only. RPL may enter into an Agreement with one or more Proponents for the services described herein.

The establishment of any agreement between RPL and any Proponent pursuant to this RFP does not guarantee the provision of any work to such Proponent, and any work that is requested of a Proponent will be at RPL's sole discretion and under terms mutually agreeable to both RPL and the Proponent.

The actual Services required for any given project may vary. The work will be allocated at the sole discretion of RPL, and the Proponent does not have any claim for compensation, expense, damage or loss of profit from RPL, for the failure to award any portion of the work to the Proponent or for RPL's use of its own or other contracted resources to perform any portion of the services described herein.

## **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 30, 2024
Closing Date/Submission Deadline	<b>May 24, 2024 2:00 pm CST</b>
Presentations (if required)	May 31/June 3, 2024
Decision Date	June 16, 2024
Contract Start Date	July 1, 2024

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

## **1.6 Submission of Proposals**

### **1.6.1 Proposals to be Submitted at Prescribed Location**

Proposals must be sent by electronic mail to [csmith@reginalibrary.ca](mailto:csmith@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 InstructionsFor Respondents**

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 of 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 General Requirements**

The Services include a variety of activities to support RPL's Board and Administration by:

- Helping build skills and capability within RPL's out-of-scope management team;
- Providing strategic and operational management skills and capabilities when needed on a temporary basis, and
- Adding strategic and operational management capacity on a temporary basis.

Activities may include project work, temporary management assignments and staff development, training and coaching. Services requested may be applied to RPL's needs in any management area including, but not limited to, information technology, human resources, marketing & communications, finance, facilities management, governance, customer service, etc.

### **3.2 Scope of Required Services**

The scope of the Services may include, but is not limited to, the following types of assignments:

#### **Project work**

- Strategy review and development.
- Business planning and business case development.
- Organization assessment and design.
- Business process review and development.
- Program review and evaluation.
- Policy review and development.
- Business system review, analysis, requirements development, and options identification and assessment.
- Market research and analysis including developing and leading engagement strategies and activities with different audiences, as well as conducting subsequent analysis.
- Project planning and management.
- Change management planning, support, and assessment.
- Support the development of high-level marketing and communications strategies, including writing and corporate communications support.
- Documentation review and development.

#### **Temporary management assignments**

- Management resource assignments to fill in for management vacancies or term absences of RPL management roles.
- Management resource assignments to supplement and/or support RPL managers.

#### Staff development

- Development and delivery of in-service sessions and training programs to train and support skills development for RPL staff.
- Executive/management coaching.

For illustration purposes, the following are examples of projects currently being considered by RPL for 2024 and 2025 that may be within the scope of the Services:

1. Development of a new strategic plan.
2. Assessment and enhancement of RPL's data and information analysis and reporting framework.
3. Development of formal succession management plans for key roles across the organization; provide interim resource(s) to fill temporary vacancies.
4. Develop and execute mechanisms to measure success of achievement of key organizational strategic objectives.

[End of Part 3]



## **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 Qualifications**

Describe your ability to satisfy requirements of the Services, including details regarding the knowledge, skills and capacity of your team. This must include details regarding the key members of your team who would reasonably be expected to undertake work for RPL. A C.V. for each proposed team member, highlighting education, certifications and experience, should be included in the proposal.

Describe your management/administrative structure and identify those people who would have oversight of and be responsible for the quality of services delivered to RPL.

Describe and provide examples of how you engage additional, qualified and experienced resources when you do not have the capability or capacity on your team. Provide details regarding relationships, commitments and agreements that you may have in place for engaging such resources.

Describe how you manage capacity on your team to support an on-demand service model as intended with this standing offer services agreement.

#### **4.1.4 Experience**

Describe the project and work experience of the key members of your team who would reasonably be expected to undertake work for RPL.

Describe how you have worked within standing offer services agreements and how you have addressed the need to apply appropriate and relevant knowledge and experience to meet project needs in a timely fashion as those needs have arisen.

Describe your approach to innovation and how you have brought about innovation in and through services like those described herein.

Describe any other relevant factors RPL may consider appropriate to its evaluation.

#### **4.1.5 Approach and Methodology**

Describe your understanding of the scope of the services that may be required by RPL.

Describe your general approach to management consulting projects.

Describe your approach and experience in market research and customer, stakeholder and public consultation processes as well as analysis of results.

Describe your approach to business planning and strategy development.

Describe your approach to business process analysis, design, and implementation.

Describe your approach and experience applying appropriate knowledge and experience in a timely and effective way within a standing offer agreement.

Describe how you propose to develop effective working relationships with key RPL staff.

Describe your approach to ensure consistency of services and deliverables across all projects in keeping with RPL's brand, mission and values.

Describe your approach to balance costs with outcomes in reaching RPL's business objectives.

Describe your general approach to project management to control project schedule, budget, and quality, and to ensure project objectives are met.

Describe any other relevant factors RPL may consider appropriate to its evaluation.

#### **4.1.6 Cost Proposal**

Describe your proposed approach for determining fees for projects of various sizes. This should also address your approach for determining fees for inclusion/administration/oversight of third-party resources. Specifically identify if you apply fixed prices, time and materials, or other pricing models to projects and when such models may apply.

Identify all costs for any and all charges which may be invoiced to RPL, including hourly rates for each resource type, uplift on any third-party providers, any expected travel and living expenses, etc. Identify taxes separately.

Identify any cost saving proposals that would apply generally or for any specified types of projects.

Identify any value-added benefits available to RPL.

Describe any other relevant factors RPL may consider appropriate to its evaluation.

#### **4.1.7 References/Past Performance References**

Provide a minimum of three (3) references for whom the Proponent has provided similar services within the past five years. At least one reference must be an organization for which the Proponent has provided services on a standing offer basis.

References must include the name and address of the organization, and the name, title,

phone number and email address of the contact person, and describe as clearly as possible how the services provided to these references are like the services proposed for RPL.

Please note, RPL may contact people or organizations other than those provided by Proponents for the purposes of conducting reference checks.

RPL reserves the right to check the references of all Proponents at any time during the evaluation process, at RPL'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 Proponent's capacity and capability to provide the services as outlined in their proposal.

RPL may use its own experience with this Proponent, through previous interactions, to assess the Proponent's past performance.

RPL reserves the right to disqualify any Proponent whose references, in the opinion of the evaluation committee, are found to be unsatisfactory.

## **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

The following sets out the categories and weightings of the rated criteria of the RFP.

<b>Criteria</b>	<b>Points</b>
<b>Qualifications</b> <ul style="list-style-type: none"><li>• Size and location of firm, years in business, number and composition of in-house staff.</li><li>• Corporate reputation and service history.</li><li>• Ability to satisfy requirements of the Services – capability and capacity.</li><li>• Qualifications and experience of in-house staff.</li><li>• Ability to engage additional, qualified, and experienced resources when required.</li><li>• Management/administrative abilities, particularly with delivering projects within established timelines, budget, and quality benchmarks.</li><li>• Other relevant factors RPL may consider appropriate to its evaluation.</li></ul>	<b>30</b>
<b>Experience</b> <ul style="list-style-type: none"><li>• Recent experience delivering services like those described herein.</li><li>• Depth and breadth of skills and experience of available/proposed resources.</li><li>• Demonstrated innovation in the delivery of services like those described herein.</li><li>• Other relevant factors RPL may consider appropriate to its evaluation.</li></ul>	<b>20</b>
<b>Approach and Methodology</b> <ul style="list-style-type: none"><li>• Understanding of the scope of services.</li><li>• Approach to management consulting projects.</li><li>• Approach and experience in customer, stakeholder, and public engagement, research, surveying, and consultation processes, along with the analysis of results.</li><li>• Approach to business planning and strategy development.</li><li>• Approach to business process analysis, design, and implementation.</li><li>• Approach and experience applying appropriate knowledge and experience in a timely and effective way within a standing offer agreement.</li><li>• Approach to develop effective working relationships with key RPL staff.</li><li>• Approach to ensure consistency of services and deliverables across multiple projects.</li></ul>	<b>25</b>

<ul style="list-style-type: none"> <li>• Approach to spur innovation and seek cost effective ways to meet project and business objectives.</li> <li>• Proven approach to control project schedules, budgets, and quality of work.</li> <li>• Other relevant factors RPL may consider appropriate to its evaluation.</li> </ul>	
<b>Cost Proposal</b> <ul style="list-style-type: none"> <li>• Hourly rates for different levels/types/roles of in-house staff.</li> <li>• Proposed approach and costs for administering 3<sup>rd</sup> party resources.</li> <li>• Rates for other (non-hourly) fees and expenses.</li> <li>• Other relevant factors RPL may consider appropriate to its evaluation.</li> </ul>	<b>15</b>
<b>Quality of Proposal</b> <ul style="list-style-type: none"> <li>• Compliance with the RFP.</li> <li>• Completeness and clarity of the Proposal.</li> <li>• Innovation in approach/ideas to address the Services and/or objectives of RPL.</li> </ul>	<b>10</b>
<b>Total</b>	<b>100</b>

#### 4.2.2 Interviews/Presentations

The decision to request demonstrations, clarifications, interviews, or presentations is at the Library's discretion. The intent, 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 they will be granted an interview/presentation. 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.