



REQUEST FOR PROPOSAL

Coquitlam Public Library: Mission, Vision, Values Review

RFP #2021-01

Issue Date: June 24, 2021

KEY CONTACT

All enquiries must be made in writing and the enquiries regarding the RFP must be addressed to:

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www.coqlibrary.ca

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1.0 STATEMENT OF NEED

Coquitlam Public Library (CPL) is governed by a Board of Directors, operating under the BC Library Act, who provide policy direction. The Executive Director works closely with the Board and management team to oversee implementation.

The CPL Board is seeking to hire a facilitator or consultant to assist the Board in developing its mission, vision and values. The ideal facilitator or consultant will be one whose approach or framework will awaken and animate the creativity and innovativeness of the individual and at the same time, harness the power of collective intelligence.

This is Stage I of a two-part strategic planning process. The mission, vision and values creation will take place through October 2021. Stage II of the strategic planning process will take place over the course of 2022 and be completed by October 2022, for a three-year strategic plan that will last from 2023 to 2025.

CPL is evaluating and awarding contracts for only Stage I at this time, however, all applicants are welcome to submit proposals for Stage II once that RFP has been issued.

2.0 TERMINOLOGY

Throughout this RFP, terminology is used as follows:

- “Contract” means the written agreement or purchase order resulting from this Request for Proposal awarded to and/or executed by Coquitlam Public Library and the successful Proponent;
- “Consultant” means the successful Proponent to this Request for Proposal who is awarded a purchase order or enters into a written Contract with Coquitlam Public Library;
- “CPL” means Coquitlam Public Library;
- “CMS” means content management system;
- “Project” means Stage I of the strategic planning process which is the basis of this RFP;
- “Proponent” means a party, a company or an individual, that has obtained a copy of this Request for Proposal and submits, or intends to submit, a Proposal in response to this “Request for Proposal”;
- “Proposal” means the submission by the Proponent in response to this RFP;
- “RFP” means Request for Proposal;
- “Sub-contractor” means a sub-contractor having a contract with the successful Proponent to this Request for Proposal for the performance of any part of the work;
- “must”, “mandatory” or “required” means a requirement that must be met in order for a Proposal to receive consideration;

- “shall”, “will”, or “should” means a requirement having a significant degree of importance to the objectives of the Request for Proposal;
- “User” means citizens, residents, community members, visitors and all potential end-users of the public facing website;
- “Website” means www.coqlibrary.ca; and
- “Work” means the goods, all services and deliverables to be provided by the Consultant, and as described in this RFP.

3.0 BACKGROUND

Throughout its existence, Coquitlam Public Library has held a strong reputation for commitment to the community. We have achieved this by providing many services to our customers and meeting the changing needs of a diverse and growing community.

The Library serves the residents of the City of Coquitlam, whose population is approximately 150,000, in two branches and with a mobile library (the Library Link). CPL provides a number of online services, mainly through the website and other platforms. The Library serves a wide demographic and provides specific services for children, teens, newcomers, English language learners, foreign language speakers and print disabled. CPL also serves many members in the communities of Port Moody and Port Coquitlam. CPL is a member of Interlink, a federation of libraries in the Lower Mainland and works with other libraries in the Province on a number of services, such as reciprocal borrowing and Interlibrary Loans.

CPL’s Current Mission, Vision, and Values:

Mission: The mission of Coquitlam Public Library is to engage its diverse community through creativity, discovery and knowledge.

Vision: To enrich, inspire and engage our community by providing innovation, information and a place to learn.

Values:

- **Learning and Innovation:** We strive to make a difference through learning, innovation, intellectual freedom, and renewal
- **Respect:** We strive to be respectful through integrity and trust
- **Inclusion:** We strive to be inclusive through accessibility, diversity, and collaboration
- **Connections:** We strive to enable connections between organizations, individuals, and our community
- **Service Excellence:** We strive for service excellence through responsiveness and accountability

- **Sustainability:** We strive for sustainability through respect for people, the planet, and ideas

CPL’s 2019 – 2021 Strategic Goals

1. Excellence in Governance and Service
 - Develop a culture of governance and service excellence.
2. Engaging with the Future
 - Empower our community to navigate future-focused critical skills and ideas.
3. Strengthening Community Connections
 - Expand the development and awareness of relevant services, programs and partnerships that connect the community.
4. Library Everywhere
 - Our library reaches all community members through an online presence, physical space and mobile services.

4.0 MANDATORY REQUIREMENTS

Use the following chart at the beginning of your response to indicate mandatory requirements have been met:

Requirement:	Met / Unmet:
Maximum budget of \$10,000.00 CAD	
3 client references submitted	
Scope and Deliverables have been reviewed and agreed to	

Any submission that does not meet all three of the mandatory requirements will not be considered.

SUBMISSION OF PROPOSALS

RFP responses must be submitted electronically in the English language.

Proponents must submit their responses in digital PDF format only with a covering Email to: Lily Vukasovic, lvukasovic@coqlibrary.ca

The filename will be in the following format: "RFP#2021-01–MVV–Vendor Name". Only emailed responses will be considered.

The deadline for Proponent submissions is **16:00 PST, July 9, 2021**. Late responses or responses dropped off at branch or received by fax or mail will not be considered.

Amendments to a Proposal may be submitted via email, at any time prior to the submission deadline.

A signature confirming the Proponent's intent to be bound to the Proponent's Proposal is mandatory. Submissions shall include the Proponent's name, the authorized signatory's name and contact details, including address, Email, and telephone number. CPL reserves the right to contact the Proponent to seek clarification, information or answer questions pertaining to the Proponent's RFP submission.

Proponent enquiries must only be directed to: lvukasovic@coqlibrary.ca

Information obtained otherwise is not official. CPL shall not be bound or responsible for any explanation, clarification, answers or comments, informal, or otherwise, that have not been incorporated into an addendum to the RFP and posted on BC BID.

All costs with the preparation and submission of a Proposal will be borne solely by the Proponent.

5.0 QUALIFICATIONS

Proponents will provide three (3) references of recent experience conducting similar or related work to developing mission, vision, and values statements. Where the proponent does not have direct experience conducting similar or related work, instead describe how the experiences would translate to this project.

Proponents' responses to this section should also include:

- Experience working with non-profits, quasi-government entities within a mid-sized city, organized labour environments, and diverse stakeholders. Where the organization does not have direct experience working with these entities, instead describe how its experiences would translate and the number of years of such experience.
- Identification of who will be involved on the project team (if applicable), their role, and their relevant experience and professional designations
- Experience with design thinking, and first principles or similar thinking models would be an asset.

6.0 SCOPE AND DELIVERABLES:

This process will need to include facilitated group meetings with the strategic planning committee, full CPL Board, CPL's Executive Director, management and library staff to create a mission, vision and values that is impactful, and reflective of the entire organization.

The deliverable for this project is a written report that includes:

- Mission statement that is memorable, easily articulated, marketable and has a library beyond the traditional services approach
- Vision statement that is memorable, easily articulated marketable and has a library beyond the traditional services approach
- Values statements that are supported by all stakeholders and clearly support the mission and vision statements and includes race, social equity and sustainability as core values or aspirational
- Each statement and value to have an explanation of how the statement was developed, the strength and weaknesses of each statement, and recommendations for how these can be positioned in the public sphere

Proponents responses to this section should detail your approach to mission, vision, and values development processes. The should include descriptions of how:

- Stakeholders will be engaged
- Stakeholder support will be gained

7.0 WORKPLAN

Key dates of this project are:

- RFP issued: June 24, 2021
- Proposal due: 16:00 PST, July 9, 2021
- Scoring of responses: Week of July 12, 2021
- Contract negotiation: Week of July 19, 2021
- Start of project: Mid – end July, 2021
- Completion Stage I: October 31, 2021

Responses to this section will include:

- A suggested project timeline with major tasks and milestones
- A sample project/work plan
- A sample of your framework that will allow CPL to assess suitability and fit with its current values

The sample project/work plan should:

- Detail activities and milestones

- Include a detailed timeline
- Ensure the work can be completed
- Include and detail appropriate processes to interact with committee members, the CPL Board, management and library staff
- Outline payment milestones

8.0 BUDGET

CPL is a non-profit entity. All proponents must provide a full quotation for pricing on the scope of the project (Stage I), ensuring that all deliverables will be met.

The maximum budget is \$10,000.00 CAD.

9.0 SCORING

Proposals will be reviewed and evaluated based on the following criteria:

Item	Maximum points
Qualifications	10
Scope and Deliverables	10
Workplan	20
Budget	5

10.0 GENERAL CPL RIGHTS

All Proposals become CPL property. CPL will receive and hold Proposals in confidence, subject to the provisions of the *Freedom of Information and Protection of Privacy Act* and this RFP.

Proponents shall submit their offers strictly in accordance with the terms and conditions of the Bid Document. Any Bid, which stipulates conditions contrary to the terms and conditions given in the Bid Document, is liable for rejection. Any decision of CPL in this regard shall be final, conclusive and binding on the Proponent.

CPL will not reimburse the Proponents for any costs incurred responding to this RFP. Proponents shall be solely responsible for any costs incurred by them in preparation of the Response and the vendor shall certify in their response that no Response costs have been included in the proposed cost (bid price).

CPL is not liable for any error or omission in this RFP. CPL reserves the right to modify the terms of the RFP at any time and at its sole discretion.

CPL reserves the right without limitation to freely amend the process or requirements described in this RFP, including raising new issues in negotiation that were not mentioned in the RFP or in a Proponent Proposal.

CPL is under no obligation financially to the competing Proponents during the RFP process, or to consider any or all Proponent Proposals.

CPL may withdraw the RFP and/or discontinue the RFP process for any reason.

CPL may request clarifications or additional information about a Proposal and may consider such clarifications or additional information in evaluating that Proposal.

CPL will only consider Proposals which convey the requisite vendor experience and capability, including a comprehensive response to this RFP.

CPL has the right to reject any Proponent Proposal that in our opinion does not warrant detailed evaluation or is not in the CPL's best interests.

CPL may at its discretion verify the Proponent's Proposal information, references, experience, financial capability or other information. This may include a request for a Proponent demonstration or clarification of a Proponent's Proposal.

CPL is under no obligation to accept items in a Proponent's Proposal that are non-compliant or in variance with the specific RFP requirements.

CPL has the right to select and negotiate with the preferred Proponent or any backup Proponent on any matter including price.

11.0 GENERAL CONDITIONS

Modification of Terms

- Coquitlam Public Library reserves the right to modify the terms of this RFP, in its sole discretion, at any time up prior to the noted closing date. This includes the right to cancel this RFP at any time without entering into a Contract.

Liability for Errors

- The information contained in this RFP is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by Coquitlam Public Library, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

Ownership of Responses

- All documents submitted to Coquitlam Public Library become the property of Coquitlam Public Library.
- Coquitlam Public Library is subject to the provisions of the Freedom of Information and Protection of Privacy Act. As a result, while Section 21 of that Act does offer some protection for third party business interests, Coquitlam Public Library cannot guarantee that any information provided to Coquitlam Public Library can be held in confidence. To the extent that is it legally able to do so Coquitlam Public Library may, but will not be obligated to, hold in confidence any information specifically identified by the Proponent as being confidential.

Confidentiality of Information

- Information pertaining to Coquitlam Public Library obtained by the Proponent as a result of participation in this RFP is confidential and must not be disclosed without written authorization from Coquitlam Public Library.

Laws of British Columbia

- Any Contract resulting from this RFP will be governed by and will be construed and interpreted in accordance with all laws in effect for the province of British Columbia.

Indemnity

- The Vendor hereby agrees to indemnify and save harmless CPL, its officers, employees, elected officials and agents against all claims, demands, losses, costs, damages, actions, suits or proceedings by whomever made, brought or prosecuted and in any manner based upon, arising out, related to, occasioned by or attributable to the negligent acts, errors or omissions of, or breach of this agreement by, the Consultant, its servants, agents or sub-contractors, in providing the services and performing the work of the Contract, excepting always liability arising solely out of the negligent act or omission of CPL.

Insurance

- Any Contract resulting from this RFP will require that the Vendor, without limiting its obligations or liabilities and at its own expense, provide and maintain throughout the Contract term, comprehensive commercial general liability insurance in an amount not less than \$2,000,000 inclusive per occurrence, insuring against bodily injury and property damage and including liability assumed under the Contract.
- CPL is to be added as an additional insured and the policy shall contain a cross liability clause.
- The Vendor will provide CPL with evidence of the required insurance in the form of a certificate of insurance, upon execution and delivery of the Contract.
- The Vendor will provide and maintain professional liability insurance in an amount not less than \$2,000,000 per occurrence and \$5,000,000 insuring the Vendor's liability resulting from errors and omissions in the performance of professional services under the Contract.

- The Vendor will provide evidence of automobile liability on all vehicles owned, operated or licensed in the name of the Vendor and used in the performance of the work in an amount not less than \$3,000,000.

Registration with WorkSafeBC

- The Vendor and any approved sub-consultants must be registered with WorkSafeBC, in which case WorkSafeBC coverage must be maintained for the duration of the Contract. Prior to receiving any payment, the Vendor may be required to submit a WorkSafeBC Clearance Letter indicating that all assessments have been paid. The Vendor shall abide by all provisions of the Workers Compensation Act of British Columbia and must sign a safety agreement in the form provided by CPL.

12. NON-DISCRIMINATORY STATEMENT

The Library will not discriminate against any applicant on the basis of race, religion, gender, gender expression, political affiliation or opinion, national origin (ancestry), sexual orientation, pregnancy, disability and medical conditions, The Library encourages all qualified applicants to apply.