



## REQUEST FOR PROPOSAL

### Coquitlam Public Library: Strategic Plan Development

**RFP #2022-01**

**Issue Date: March 8, 2022**

#### **KEY CONTACT**

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

Office Manager  
Coquitlam Public Library  
575 Poirier Street, Coquitlam BC V3J 6A9, Canada  
[officemanager@coqlibrary.ca](mailto:officemanager@coqlibrary.ca)

[www.coqlibrary.ca](http://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 strategic planning consultant firm to assist the Board in developing the Strategic Plan for 2023 - 2025. The ideal firm 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 II of a two-part strategic planning process. The mission, vision and values creation was completed with new mission, vision, and values being ratified in January 2022. Stage II of the strategic planning process, the creation of the 2023-2025 Strategic Plan will be completed in the calendar year 2022, for ratification and implementation starting 2023.

## 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;
- “Project” means Stage II 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](http://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:** We nurture joy in discovery by providing inviting, innovative spaces and services that promote learning and knowledge and engage all of Coquitlam's diverse communities.

**Vision:** We are leaders In Information, Innovative and Inspirational services, Inclusive atmosphere, and community engagement.

#### Values:

- **Openness:** To Ideas, to difference, to possibility
- **Inclusion:** Everyone Is welcome, and everyone Is accepted
- **Respect:** For each other, for our community, and for the environment that sustains us
- **Curiosity:** We are always asking: What would happen? How could It be better? What If...?
- **Love of Learning:** Creating and maintaining spaces and practices that encourage excitement about learning

#### CPL’s 2019 – 2022 Strategic Goals

1. **Excellence in Governance and Service** (Develop a culture of governance and service excellence)
  - Develop a positive staff culture
  - Define and achieve service excellence

- Define and achieve governance excellence
  - Invest in staff learning
- 2. Engaging with the Future** (Empower our community to navigate future-focused critical skills and ideas)
- Engage the public in community conversations around public policy, critical thinking, and knowledge sharing to prepare for the future
  - Enhance digital inclusion in our community by offering programs related to digital literacy, future technology skills, and making technology accessible
  - Develop a community technology centre
- 3. Strengthening Community Connections** (Expand the development and awareness of services, programs, and partnerships that connect the community)
- Develop and deepen community partnerships
  - Raise awareness of Coquitlam Public Library through a broad range of marketing efforts
- 4. Library Everywhere** (Our Library reaches all community members through an online presence, physical space, and mobile service)
- Take the Library out into the community
  - Improve online presence for Coquitlam Public Library

## 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 \$30,000.00 CAD	
3 client references submitted	
Scope and Deliverables have been reviewed and agreed to in Section 6	
Project can be completed within the time outlined in Section 7	

Any submission that does not meet all four 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: Office Manager, [officemanager@coqlibrary.ca](mailto:officemanager@coqlibrary.ca)

The filename will be in the following format: “RFP#2022-01–SP–Vendor Name”. Only emailed responses will be considered.

The deadline for Proponent submissions is **12:00 PST, April 4, 2022**. 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: [officemanager@coqlibrary.ca](mailto:officemanager@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 multi-year strategic plans. Where the proponent does not have direct experience conducting similar or related work, instead describe how the proponent's experiences would translate to this project.

Proponents’ responses to this section should also include:

1. Experience working with non-profits, quasi-governmental 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.
2. Identification of who will be involved on the project team (if applicable), their role, and their relevant experience and professional designations
3. Demonstrated experience with community engagement and working with lay boards

## 6.0 SCOPE AND DELIVERABLES:

This process will need to include facilitated group meetings with the Board strategic planning committee, full CPL Board, CPL's leadership team, CPL's staff group, City partners and the community to create a set of strategic goals that are supported by CPL's mission, work with CPL's values, and support CPL's vision.

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

- A 3-year strategic plan that is written in plain language
- Goals that align with CPL's values and support CPL's vision
- Consultation with all stakeholder groups identified by the successful proponent in consultation with Library Leadership Team and Board representatives
- Each goal to have an explanation of how the goal was developed, the strength and weaknesses of each goal
- Recommendations for how each goal can be positioned in the public sphere and messaged/marketed

Proponent's responses to this section should include:

1. A detailed approach to their strategic planning process
2. A detailed approach to take ideas identified to strategic goals
3. A detailed description of how stakeholders will be identified and engaged, and how stakeholder support will be gained

## 7.0 TIMELINE AND MILESTONES

Provide a Project timeline with major milestones for project completion based on CPL's target completion date below.

Include:

1. Timeline of the project and how it, at a minimum, meets the identified timeframe below
2. Illustrate clearly defined milestones and clear communication points between CPL and the project team

Key dates of this project are:

4. RFP issued: March 8, 2022
5. Proposal due: 16:00 PST, April 4, 2022
6. Scoring of responses: Week of April 18, 2021
7. Contract negotiation: Week of April 25, 2021
8. Start of project: May 2022
9. Final report / plan: September 12, 2022

## 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 II), ensuring that all deliverables will be met.

Include a payment schedule in regard to the Project phases or milestones, as well as a total not to exceed the maximum pricing for the Project.

The maximum budget is \$30,000.00 CAD, inclusive of PST and all other costs.

Pricing must be valid for 180 days from submission of the RFP response.

## 9.0 SCORING

Proposals will be reviewed for completeness, suitability, and match with requirements.

Proposals will be evaluated based on the information provided within the Proposal and ranked against the Evaluation Criteria indicated below.

<b>Evaluation Criteria</b>	<b>Maximum Value</b>
<b>5.0 Expertise, Qualifications, Experience</b>	<b>25</b>
Item 5.1	5
Item 5.2	10
Item 5.3	10
<b>6.0 Scope and Deliverables</b>	<b>45</b>
Item 6.1	15
Item 6.2	15
Item 6.3	15
<b>7.0 Timeline and Milestones</b>	<b>15</b>
Item 7.1	10
Item 7.2	5
<b>Price</b>	<b>15</b>
<b>Totals</b>	<b>100</b>

The highest-scoring Proponents may be asked to make a formal presentation to CPL. Presentations will be delivered, in person or remotely (as directed by CPL), at the Coquitlam Public Library Poirier Branch in Coquitlam, B.C. Proponents advancing to this portion of the evaluation will be notified and appointments will be scheduled.

## 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.