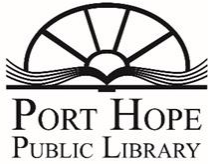


REQUEST FOR PROPOSALS

Consulting Services for Service Delivery Review for
Port Hope Public Library

ISSUED: MARCH 9, 2022

SUBMISSION DEADLINE: APRIL 1, 2022 AT 5:00 PM



Port Hope Public Library Service Delivery Review Request for Proposal

INTRODUCTION

This request for proposal (RFP) is an invitation by Port Hope Public Library (Library) to prospective firms to submit proposals for the provision of consulting services for a strategic service review which is to include an evaluation of the current service delivery model including the Library's organizational structure. Recommendations of this review are expected to identify opportunities for directed growth and development that will guide the Library in its long-range plans as well as to enhance and improve effectiveness and efficiency.

The Municipality of Port Hope is located on the western edge of Northumberland County bordering Lake Ontario. The current population is 16,800 and is expected to grow over the next decade. The Library operates two branches that serve both the urban and rural wards of the municipality.

The firm that is selected will have extensive understanding of the public library sector including the development and delivery of appropriate community services and programs particularly in an urban/rural context.

The service review will include an assessment of the current service model to include:

- ◆ Current delivery of library service through the 2-branch system including hours of service, collections, programming, technology and communications/marketing
- ◆ Current organizational and human resource structure
- ◆ Community engagement and partnership development

GOALS

- To provide the Library with information to address current and changing community needs considering the present population and anticipated residential growth
- To recommend an appropriate organizational structure to meet future needs and expectations
- To identify public library best practices and make recommendations for their possible application

- The following resources are to be consulted as part of the process. This includes but is not limited to the following:
 - ◆ Port Hope Public Library strategic plan 2018 - 2022
 - ◆ 2021 library survey input to identify key community needs and expectations of the public library
 - ◆ Engagement with staff, library board, community and service partners
 - ◆ 2022 Ontario Public Library Guidelines
 - ◆ Ontario Public Library Statistics (latest version)

KEY CONSIDERATIONS

A final report must be completed by August 1, 2022.

- Recognizing some of the ongoing limitations of COVID-19 it is expected that some of this process will be completed by video teleconference or arrangements that meet current provincial legislative requirements.
- The successful firm will report to the CEO. Other library staff will be assigned to assist in supporting the firm's work.
- The firm also may be requested to make presentations to the Port Hope Public Library Board.
- The proponent must be a single entity. If the proposal is submitted jointly by two or more separate entities the proposal must identify one of these entities as the proponent. This firm will be responsible for the performance and delivery of the report.
- The contact for the RFP and the associated work will be the CEO. Contact will be by phone, email or in person as required and prearranged.
- The term of the contract will be in effect until the completion of the deliverables. A proposed timetable should be included in the RFP document.
- Proposals may be submitted either electronically or by mail or in person. The Library will send a confirmation email advising when the proposal was submitted successfully.
- Interested firms may amend their proposal prior to the submission deadline. However, the firm is solely responsible for ensuring that the amended proposal is received by the submission deadline. Prior to the submission deadline a proposal may be withdrawn by sending notice to the Library contact by email. To withdraw a proposal after the deadline a written notice of withdrawal signed by an authorized representative of the firm must be sent to the RFP contact.

ADMINISTRATIVE REQUIREMENTS

Submit a proposal in the form of a letter no longer than 5 pages. Include the following additional information.

- ◆ Methodology and approach to this assignment
- ◆ Name, title and area of expertise of firm's staff who will be undertaking this assignment and their number of hours committed to the work
- ◆ Prior experience and qualifications with this type of review as well as examples of similar projects and client contact information
- ◆ Opportunities, challenges and limitations to completing the work
- ◆ An outline listing key actions and activities required to complete the assignment or work on time and within budget
- ◆ A project quote including fees, costs and HST

Please send a letter dated no later than April 1, 2022 to the undersigned. After a prompt review of proposals, the successful firm will be notified. Work will be expected to commence immediately.

Margaret Scott
CEO
Port Hope Public Library
31 Queen Street
Port Hope ON L1A 2Y8
mscott@phpl.ca
905 885 4712 x 2622