Greater Victoria Public Library

REQUEST FOR PROPOSAL

FOR:

PROPOSAL NUMBER: 002-2021

Furniture & Equipment Standards Report

Closing Date: May 18, 2021

Street and Emailing Address
Of Closing Location:
Greater Victoria Public Library
Central Branch – Information Desk
735 Broughton Street
Victoria, BC V8W 3H2
Attention: Bonnie Fraser, Purchasing Advisor
bfraser@gvpl.ca
# TABLE OF CONTENTS

**Part I: General Instruction & Requirements of Library Bidding Process**

- 01. Bid Call Instructions: ................................................................. page 3
- 02. Contract/Bid Documents: ............................................................ page 4
- 03. Submission requirements ............................................................ page 5
- 04. TimeLine .................................................................................... page 5
- 05. Evaluation .................................................................................. page 5
- 06. Award......................................................................................... page 6
- 07. Notice of Award ......................................................................... page 6
- 08. Right Not to Award .................................................................... page 6
- 09. Dispute Policy ............................................................................ page 6
- 10. Governing Law .......................................................................... page 6
- 11. Indemnity.................................................................................... page 6
- 12. Workers’ Compensation: ............................................................ page 7
- 14. Disqualification: ........................................................................ page 7
- 15. Withdrawal of Proposal: ............................................................. page 7
- 16. Limitation of Damages: ............................................................... page 7
- 17. Delivery: ..................................................................................... page 7
- 18. Terms & Conditions ................................................................ page 7
- 19. Confidentiality ........................................................................... page 8
- 20. COVID-19 Schedule Delays ......................................................... page 8

**Part II: Definition’s ........................................................................ page 9**

**Part III: Overview .......................................................................... page 10**

**Part IV: Corporate Specifications .................................................... page 14**

**Part V: Forms**

- A. Form of Proposal Form: ............................................................... page 16
- B. Quote Form: ................................................................................ page 17
- C. Reference Form: .......................................................................... page 18

**APPENDIX “A” Confirmation Form....................................................... page 19**

**APPENDIX “B” Submission & Evaluation Criteria ................................ page 20**

**APPENDIX “C” Planning Your Response Form .................................... page 22**

**APPENDIX “D” Requirements Score Sheet ........................................ page 25**
PART I: GENERAL INSTRUCTION & REQUIREMENTS OF LIBRARY BIDDING PROCESS

The Greater Victoria Public Library is referred to as the Library and the Proponent is referred to as the Proponent(s).

This Request for Proposal (the “RFP”) issued by Greater Victoria Public Library (GVPL) provides an opportunity for qualified Proponents to submit Proposals for review by GVPL and, depending on GVPL’s evaluation of Proposals, among other factors, to potentially negotiate with GVPL to enter into an Agreement. In accordance with GVPL’s Procurement Policy, qualified, experienced firms are invited to submit responses to this RFP. [https://www.gvpl.ca/board-policies/3-6-purchasing-signing/](https://www.gvpl.ca/board-policies/3-6-purchasing-signing/).

1. Bid Call Instructions:

Tenders **signed, executed and dated**, will be received at the:

Greater Victoria Public Library,
Bonnie Fraser, Purchasing Advisors – **EMAIL: bfraser@gvpl.ca**
735 Broughton Street
Victoria, BC V8W 3H2,

**Time:** before 3:00:00 P.M. PST  
**Date:** May 18, 2021

**Bid/proposals submissions:** Due to the ongoing COVID-19 pandemic, effective immediately, the Greater Victoria Public Library (Library) will only solicit submissions of bid and proposals via electronic means. The solicitation documents issued by the Purchasing Advisor of the Library will identify such mode of submission. Vendors are requested to follow the latest bid/proposal submission instructions sent by the Library and will be contacted by the Purchasing Advisor at every step of submission of bids/proposals documents. Vendors are advised that the Library will neither require nor accept physical bid/proposal submissions, whether by courier, personal delivery, or similar physical means.

Submit **one original electronic file not to exceed 20mb** of the executed offer on the Bid Forms provided, signed and in the subject line of the email: **RFP-002-2021 Furniture & Equipment Standards Report**

1.1. Revisions to Proposal: Amendments to the submitted Proposal will be permitted, if received in writing, or by email, prior to bid closing and if endorsed by the same party or parties who signed and sealed the offer. Amendments will be accepted provided that the amendment only is shown and not the total Proposal price. Any Revision must be in writing, properly executed, and received by the Library at the Closing location before the Closing Time. Facsimile Proposals will not be accepted.

1.2. Taxes: Proponent shall itemize taxes as shown on Part VI – Quote Form.

1.3. Currency: All prices shall be submitted in Canadian funds only. No authorization to pay in any foreign currency will be permitted.

1.4. Form of Proposal: attached Part VI, Form of Proposal, must be completed properly in order to be considered.
1.5. Bid Ineligibility
   a. Bids that are unsigned, improperly signed, conditional, illegible, obscure contain arithmetical errors, erasures, alterations, or irregularities of any kind may, at the discretion of the Library, be rejected.
   b. Bid Forms and enclosures, which are improperly prepared may be at the discretion of the Library, be rejected.

1.6. Bid Signing - Signing of the Agreement
   a. By submitting a Proposal, the Proponent(s) agrees that, if the Proposal is selected by the Library, the Proponent(s) will execute the Agreement within thirty (30) days of the date on which the Library requests it to do so in writing.
   b. The Bid Form MUST be signed to be considered. Any Proposal received by the Library that is unsigned will be rejected.

1.7. Business Structure:
   a. Sole Proprietorship: Signature of Sole Proprietor in the presence of a witness who will also sign. Proponents are asked to insert the words “Sole Proprietor” under the signature.
   b. Partnership: Signature of all partners in the presence of a witness who will also sign. Proponents are asked to insert the word “Partner” under each signature.
   c. Limited Company: Signature of a duly authorized Signing Advisor(s) in their normal signatures. Proponents are asked to insert the city in which the Signing Advisor acts, under each signature.
   d. Joint Venture: Each party of the Joint Venture shall execute the bid under their respective seals in a manner appropriate to such party as described above, similar to the requirements of a Partnership.

2. Contract/Bid Documents
2.1. Availability
   Bid documents are made available only for the purpose of obtaining offers for this project. Their use does not confer a license or grant for other purposes.

2.2. Examination
   Upon finding discrepancies or omissions in the Bid Documents, immediately notify the Purchasing Advisor.

2.3. Inquiries:
   a. Proponents are advised that if clarifications on Proposal contract issues and/or specifications are required for this Proposal, Proponents are asked to communicate their request(s) by sending an email to the individual shown below. This approach will assist Library staff to be aware of Proponent(s)’s requests, and to facilitate timely responses.

   b. Questions relating to this Proposal must be in writing and directed to:
      Cory Cherriere, Facilities Coordinator
      Email: ccherriere@gvpl.ca

      Information obtained from sources other than the above, is not official and may be inaccurate.
2.4. Addenda
   a. Addenda may be issued during the bidding period. All addenda become part of the Contract Documents.
   b. The Library reserves the right to modify the terms of this Request for Proposal at any time at its sole discretion. Such modifications will be communicated to all Proponents through formal addendums.
   c. Where in its sole discretion it considers it to be necessary, the Library will issue Addenda to amend any portion of this Request for Proposal. Such Addenda will become a part of the Proposal document and will supersede prior information.
   d. If a Proponent(s) finds, during examination of the Contract Documents, or after the Site Meeting (if held), any errors, discrepancies, omissions, ambiguities or conflicts in or among Proposal Documents, or is in doubt as to their meaning, the Proponent(s) shall bring them to the attention of the Contact Person for the Library, not later than three (3) days before the Proposal closing date. Such questions should be forwarded to the Contact Person for the Library in writing by electronic mail. At the discretion of the Library, the Library may determine whether to respond by clarifying existing Proposal documents directly to the inquirer only, by issuing an Addendum to advise all Proponent(s) of additional information, conditions, or essential clarifications, or may elect to decline to respond.

3. Submission Requirements
   3.1. Proponents must follow the proposal format outlined below. Additional information thought to be relevant, other than the categories listed below, should be provided as an appendix to the Proposal.

   3.2. Proponents may submit proposals in electronic format.
      a. Entire proposal must be submitted as one PDF file.
      b. Document to be formatted 8.5 x 11-page setup.

   3.3. Failure to comply with these requirements may result in a rejected proposal.

4. Timeline
   - RFP Issued May 4, 2021
   - Cutoff Date for Submitting Questions (noon) May 14, 2021
   - Submission Date May 18, 2021
   - Evaluation & Short-Listing May 20, 2021
   - Reference Checks May 21, 2021
   - Proponent Selected May 24, 2021
   - Contract Issued & Awarded May 24, 2021
   - Staff Engagement June - August 2021
   - First Draft Review September 1, 2021
   - Final Draft September 15, 2021

5. Evaluation
   5.1. The Selection Committee will consist of representatives of the Library Management Team and Staff, as appropriate.
   5.2. Proposals will be evaluated based on Appendix B – Submission & Evaluation Criteria.
6. **Award**
   6.1. Lowest price proposal will not necessarily be accepted.
   6.2. The Greater Victoria Public Library reserves the right to award the contract in whole or in part, to one or more Proponents based on their proposals, or to reject all proposals.
   6.3. Any award resulting from this RFP is subject to the successful completion of a contract between GVPL and the successful Proponent. The Contract will be governed by and interpreted in accordance with the laws of the Province of British Columbia.
   6.4. The successful Proponent shall require that its employees and agents comply with all Greater Victoria Public Library security and safety rules and regulations when on GVPL premises.
   6.5. The successful Proponent is responsible, at their own expense, for obtaining all necessary permits, licenses and insurance, registering with the Worker’s Compensation Board and for abiding by government health and labour regulations.
   6.6. The successful Proponent shall indemnify and hold harmless GVPL, its employees, servants, and/or agents from all claims arising from the negligence of the Proponent, his employees, servants, and/or agents.

7. **Notice of Award**
   After acceptance by the Library, the Purchasing Advisor, will issue the successful Proponent a written award notice. The Library shall not be obligated in any manner to any Proponent whatsoever until a written agreement has been duly executed relating to an approved Proposal.

8. **Right Not to Award**
   The lowest or any Proposal will not necessarily be accepted. The Library reserves the right to reject any or all Proposals. If the Library elects to reject all Proposals, the Library will not be liable to any Proponent for any claims, whether for costs, damages incurred by any Proponent in preparing the Proposal, loss of anticipated profit in connection with the Contract, or any other matter whatsoever.

9. **Dispute Policy**
   The Library, as part of our purchasing policy, affords Proponeents an opportunity to meet with the Purchasing Advisor in order to be debriefed on their Proposal submission. In addition, Proponeents who feel the Proposal process was administered inequitably or flawed in some way will be given an opportunity to appeal.

10. **Governing Law**
    Any contract resulting from this quotation shall be governed by and interpreted in accordance with the laws of the Province of British Columbia save and except the International Sale of Goods Act which is specifically excluded from the quotation and any subsequent contact which may be formed.

11. **Indemnity**
    Notwithstanding the providing of insurance coverage by the Proponent, the Proponent hereby agrees to indemnify and save harmless the Library, its Advisors, agents, servants and employees and each of them from and against 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 activities of the Proponent, its servants, agents, and sub-Vendors, in providing the services and performing the work of this Contract, excepting always liability arising solely out of the negligent act or omission of the Library.
12. **Workers’ Compensation**
   The successful Proponent shall abide by all provisions of the Workers Compensation Act of British Columbia and upon request by the Library, supply proof that all assessments have been paid.

13. **Patent Infringement**
   Proponents may be required to demonstrate to the Library that the material(s) or processes included in their bid do not infringe any Patent, and that if, for any reason, a claim is subsequently made by anyone suggesting that a Patent has been infringed and that the Library may be liable, such Proponent will indemnify the Library in every respect regarding the claim.

14. **Disqualification**
   14.1. If a Proposal contains a defect or fails in some way to comply with the specific requirements of the Conditions of Proposal, which in the sole discretion of the Library is *not material*, the Library may waive the defect and accept the Proposal.
   14.2. The determination of whether or not to remove any Proposal submission from the evaluation process will be made in the absolute discretion of the Library. The provisions of the condition regarding Limitation of Damages will also apply to any decision under this section.

15. **Withdrawal of Proposal**
   All Proposals are irrevocable at the Closing Time, remain irrevocable for a period of sixty (60) days following the Closing Time, and may not be altered or withdrawn during that period for any cause without the written permission of the Library.

16. **Limitation of Damages**
   The Proponent, by submitting a Proposal, agrees that it will not claim damages in excess of the reasonable costs incurred by the Proponent in preparing its Proposal for matters relating to the Award or in respect of the Proposal process, and the Proponent, by submitting a Proposal, waives any claim for loss of profits if no Award is made to the Proponent.

17. **Delivery**
   The successful Proponent agrees to fully comply with all delivery conditions pursuant to the Proponents Proposal delivery timeline, and any subsequent negotiated agreements.

18. **Terms and Conditions**
   18.1. All terms and conditions of this RFP are deemed to be accepted by the responding company and incorporated by reference in their Proposal, except for those that are expressly challenged by the responding company in their Proposal.
   18.2. GVPL will not be responsible for any costs incurred by a Proponent in preparing and submitting proposals.
   18.3. All proposals and accompanying documentation received under this competition will become the property of GVPL and will not be returned.
   18.4. Proposals submitted shall be final and may not be altered by subsequent offerings, discussions, or commitments unless the Proponent is requested to do so by GVPL.
   18.5. Should a successful Proponent’s performance be deemed unacceptable, GVPL reserves the right to cancel any agreement(s) executed under this Proposal with thirty (30) days’ notice.
18.6. Proponents must not make public announcements or news releases regarding this RFP or any subsequent award of contract without the prior written approval of GVPL.

18.7. A Proponent shall not undertake an assignment that actually or potentially creates a conflict of interest with the provision of the services without disclosing the conflict of interest or potential conflict of interest to GVPL.

19. Confidentiality
Greater Victoria Public Library anticipates the proponents may wish to treat certain elements of their submissions as confidential or proprietary. Proponents are advised, however, that Freedom of Information requirements in force in the Province of British Columbia may afford rights of production or inspection at the application of third parties. Further, the contract entered by the successful Proponent will, by law, is available for Inspection by members of the public.

20. COVID-19 Schedule Delays
20.1 The Library acknowledges that the schedule for this Contract may be impacted by the COVID-19 pandemic. Commencement and progress of the Work shall be performed by the Contractor with due consideration to the health and safety of workers and the public and directives from health authorities and various levels of government, and in close consultation with the Contract Administrator.

1. If the Contractor is delayed in the performance of the Work by reason of the COVID-19 pandemic, the Work schedule may be adjusted by a period of time equal to the time lost due to such delay will be determined as identified herein.

2. A minimum of seven (7) Calendar Days prior to the commencement of Work, the Contractor shall declare whether COVID-19 will affect the start date. If the Contractor declares that COVID-19 will affect the start date, the Contractor shall provide sufficient evidence that the delay is directly related to COVID-19, including but not limited to evidence related to availability of staff, availability of Materials or work by others.

3. For any delay related to COVID-19 and identified after Work has commenced, the Contractor shall within seven (7) Calendar Days of becoming aware of the anticipated delay declare the additional delay and shall provide sufficient evidence as indicated in above section 3. Failure to provide this notice will result in no additional time delays being considered by the Library.

4. The Work schedule will be adjusted to reflect delays accepted by the Library.
PART II: DEFINITIONS:

- “The Library” or “GVPL” – Greater Victoria Public Library
- “Proponent” – means an individual or a company that submits, or intends to submit, a Proposal in response to this RFP.
- “must” or “mandatory” means a requirement that must be met for a Proposal to receive consideration;
- “Request for Proposals” or “RFP” means the process described in this document.
- “Desired” – requirement is desired but optional; considered “value-added”
- “Expected” – requirement is important and integral to the core functionality of the system
- “Required” – requirement is mandatory and must be fully met in order to proceed
PART III: OVERVIEW:

1.0 Furniture & Equipment Terms of Reference

1.1 The Greater Victoria Public Library is seeking a consultant to provide technical services in developing Furniture and Equipment Standards with guidance from departmental staff at the GVPL. This will serve as a comprehensive guiding strategy for GVPL staff for identifying and addressing design considerations relating to furniture and equipment throughout the GVPL system. The final strategy document will identify GVPL Furniture and Equipment Standards and will inform staff procuring furniture and equipment moving forward.

2.0 Community Context

2.1 Greater Victoria Public Library (GVPL) aims to inspire literacy, lifelong learning, and community enrichment for all. Guided by our Board of Directors and Executive team, GVPL provides Community Inspired Service at twelve library branches and online at gvpl.ca, servicing 380,000 residents in our ten member municipalities in the Capital Regional District. GVPL’s User First Philosophy of customer service guides and shapes our services, spaces, policies and processes, and the relationships we develop with our community, patrons, and partners.

2.2 The objective of the Furniture and Equipment Standards RFP is to review the current condition of the furniture and equipment inventory and provide a document outlining standards for furniture and equipment for the 5-year period 2022-2027. Some standardization has occurred in the past and this information will be available for the consultant. This Furniture and Equipment Standards will inform GVPL staff on furniture procurement objectives moving forward.

3.0 Technical Consultant

3.1 The Greater Victoria Public Library seeks an interior design consultant that demonstrates sound understanding of furniture and interior design principles, specifically in a public facility setting. The consultant should have excellent understanding of design trends and furniture requirements in public institutions, specifically public libraries. The Greater Victoria Public Library is seeking a Consultant that demonstrates excellent understanding of sustainability principles and broad understanding of the community and region. The Consultant’s primary role is to lead the development of the Plan by providing technical expertise, drafting text for plan chapters, and developing informational materials/figures. The Consultant is expected to work closely with staff to both review the status and provide guidance on informing the overall plan.

4.0 Scope

4.1Outlined below is the envisioned scope, however the consultant is encouraged to develop the plan holistically working closely with GVPL staff. They will utilize their expertise to best meet the libraries needs. Ideally the plan will address specific direction to specific departments and inform policy moving forward. The consultant will provide technical expertise that investigates and expands on the key core areas listed below. The Furniture and Equipment standards will provide integrated, actionable direction on the listed core areas outlined below. Each of these core areas will be reviewed and guidance will be developed that will consider recognized design principles and best practices.
5.0 Core Areas

5.1 The consultant will review the current inventory of furniture and equipment at each GVPL Facility specifically:

- Staff spaces (change rooms, break rooms, washrooms,)
- Staff Offices (desks, filing cabinets,)
- Workrooms
- Public Spaces (tables, chairs, study carrels, lounge areas,)
- Service points (ISPs,)
- Computer spaces
- Shelving
- Teen Areas
- Children areas
- Misc. (book trucks, specialty equipment etc)
- Wire management

6.0 Considerations

6.1 Accessibility – GVPL strives to be a barrier free and accessible organization. Selected products identified through this process must meet or exceed current accessibility requirements including but not limited to the ADA, BC Building Code and Worksafe guidelines. Identification of items that currently provide barriers for people with disabilities should be identified.

6.2 Ergonomic Design – Selected items must be ergonomic and provide users (staff and public) a healthy and safe experience. Must meet or exceed Worksafe BC guidelines. Be of high commercial quality, commensurate with the intended function, user comfort and ergonomics.

6.3 Standardization – Selected items will provide a consistent feel and style that can be implemented throughout the GVPL system and will provide a unique feel that will be recreated across all facilities. Recognize the Library interest of flexibility, re-use and durability.

6.4 Sustainability - Support the Library’s Sustainability Policy and adhere to high performance green building initiatives. Meet stringent requirements for low chemical emissions and toxicity.

6.5 Compatibility – items selected must be compatible with peripheral equipment being utilized within the system (ie : computers on the computer desks).

6.6 Warranty – Identified furniture selected must meet or exceed industry standards.

6.7 Staff Standardization – Furniture standards for staff will be determined by classification and job duties.
7.0 Specifications

7.1 Analysis – the consultant will review current inventory and conditions relating to furniture and Equipment within the GVPL system. As part of the final report a detailed condition report and replacement schedule and a class C replacement cost estimate will be developed.

- Branch furniture and equipment audits
- Policy reviews
- Analyzing current processes

7.2 Staff/Engagement

- Engage key staff in specific departments to understand key processes, policies and requirements.
- Liaison with key staff and stakeholders relating to individual departments.
- Liaison with key outside partners relating to building operations.

7.3 Standardization

- Development of a Furniture and Equipment schedule

7.4 Condition report and Replacement Schedule

- As part of the final report a detailed condition report and replacement schedule and costing to implement the replacement schedule.

7.5 Accessibility

- As part of the final condition report, identification and costing associated with replacement of items considered to present barriers to people with disabilities should be included as a separate appendix in the report.

8.0 Drafting and Development

8.1 The first draft is to be prepared by the end of June 2021 and finalized and ready to present to GVPL staff August 15, 2021. The consultant is expected to:

- Development of a final Furniture and Equipment Standards document that is accessible and readable to a general audience — including an executive summary that will preface the plan.
- Work collaboratively with library Staff on the drafting and development of the plan.
- Bring forward their knowledge of best practices implemented in other Sustainability Plans.

9.0 Qualifications

The GVPL seeks a consultant(s) that has experience developing Furniture and Equipment Standards for public institutions (public libraries would be preferred) and has a proven record indicating the ability to analyze information and propose organizational specific solutions based on organizational specific conditions. It is expected that the consultant will become familiar with the GVPL and its operations through the development of this process.

The Consultant is expected to be able to produce high quality technical documentation. Some work has been completed by the GVPL relating to furniture and equipment standards and will be provided to the consultant which may inform parts of the plan. The GVPL seeks a consultant that is adept at sound analysis and highly efficient. All final documentation will be handed over to the GVPL at the completion of the project.
10.0 Proposal Requirements

10.1 The written proposal will detail how the consultant will execute the items identified in the scope of work. The proposal should describe how the consultant will approach and complete the project. It should also include a description on the consultant’s specific capabilities, expertise and experience completing similar projects.

10.2 The Proposed Project Timeline should outline the time period and estimated completion dates of the project outlined in the Scope of Work based on the Tentative Project Schedule provided. It should include a schedule and description of the tasks outlined.

10.3 Include sample reports, graphical and online communication materials that demonstrate consultant capabilities. Proposals should include sample materials from the primary and subconsultants as necessary in order to demonstrate all consultant capabilities. Submission of similar type project completed is adequate for sample.

10.4 Qualifications and experience of all project staff from primary consultants and sub consultants must be included. References are recommended.

10.5 Fees and Compensation Provide a proposed cost-plus expenses budget for completion of the scope of services with cost breakdowns by scope element.
PART IV: CORPORATE SPECIFICATIONS
Proponents are strongly encouraged to address each of the items below in their Proposal submission.

1.1 Corporate Profile
Provide a description of your company, including legal name, ownership, number of years in business, areas of specialty and any other relevant company information.

1.2 Experience
Describe your firm’s experience in the supply and delivery of similar service to that required in this RFP during the last three years. Specify client names where applicable.

1.3 References
Provide a minimum of three written references from similar clients, located on Vancouver Island if possible, for similar goods and services as those required by this RFP. By submitting a Proposal, the Proponent consents to the Library contacting these references, and consents to the Library also contacting any other organization for the purposes of evaluating the Proponent’s company and Proposal.

1.4 Project team Organization & Personnel
Provide an organizational chart complete with names of the dedicated account/project manager and specific key personnel that you propose to assign to the Library setting out their names, responsibilities, and relevant experience with similar clients.

1.5 Support
Explain the operations of your service support as envisioned (includes a dedicated account and/or project manager); the hours of business; and the level of familiarity of products and experience of personnel.

The Proponent must demonstrate they have an established and effective communication strategy that includes, but is not limited to the following:
- Designated Key Contact – name, contact information, years and range of experience within the industry and within the organization.
- Alternate Key Contact – The Proponent must demonstrate that the company has backup personnel in the event that substitution is necessary.

1.6 Proposal Pricing
Please provide complete details of the pricing program you are offering the Library under this RFP.

Prices must in Canadian currency and show all applicable taxes.

2.0 SERVICE SUPPLY

2.1 Vendor’s Representative(s)
The Vendor will provide a dedicated account and/or project manager as the appointed representative(s) to meet with the Facilities Coordinator on a regularly scheduled basis, or as required, to ensure that a dialogue is maintained between the Vendor and the Library.
The Vendor shall have full-time staff with knowledgeable and customer-oriented personnel who can advise the Library on product information and service status.

**2.2 General Specifications**

To enable the Library to determine which submission represents best value, the Proponent should provide detailed specifications on their process and should describe, based on its knowledge and experience with the respective, the features which distinguish them from its competitors. Features which the Library considers significant contributors include:

- Firm Experience
- Experience with a similar type of project
- Project Budget
- Ability to meet project goals and timeline

**2.3 Invoicing & Payment Terms**

Please advise your invoicing processing and payment terms you are prepared to offer.

**3.0 Value Added Services**

Proponents should indicate whether there are any other services which they propose to offer to the Library which are not specifically requested in this RFP. The Library will consider any other services which enhance or improve upon those set out in this RFP. Unless otherwise stated, it is understood that there are no extra costs for these services, however, if there are any additional costs pertaining hereto, the summary and explanation of those costs are to be included and clearly marked as additional costs for value added services.

Additional examples of Value-Added Services would be:

- **Sustainability:** Meeting the social, environmental, and economic needs of the present without compromising the ability of our future generations to meet their needs.
- **Social Value:** Contributing positively to the health and well-being of individuals and communities by addressing issues such as poverty, social exclusion, and isolation.
PART V: FORMS
A: Form of Proposal – Furniture & Equipment Standards Report

DATE OF ISSUE: May 4, 2021

In order to be entitled to consideration, this Quotation must be signed and submitted by:

May 18, 2021 3:00:00 p.m. PST

Emailed to: Greater Victoria Public Library - Central Branch Information Desk
Attn: Bonnie Fraser, Purchasing Advisor
bfraser@gvpl.ca

FACSIMILE PROPOSALS WILL NOT BE ACCEPTED

Name of Firm Bidding: ____________________________________________________________

Authorized Signature: ___________________________________________________________

Print Name: ____________________________________________________________________

Address: _____________________________________________________________________

City: ___________________________ Postal Code: _________________________________

Phone #: _______________________

E-Mail Address: ___________________
PART V: FORMS –
B. Quote Form
The labour rates shall be in Canadian Funds and are all inclusive without limitation, wages, benefits, vehicle, fuel, tools, mobilization and demobilization, supervision, insurance, all licenses, permits, overhead and profit and all other requirements necessary for the commencement, performance and completion of the Work.

The taxes are not included in any prices and shown separately on the invoicing.

Materials will be itemized and charged separately.

All Work performed is to be in accordance with all governing regulatory authorities within the Greater Victoria area, including, but not limited to, WorkSafe BC.

Basis of Payment

**Professional Services:**
For the provision of professional services the Contractor will be paid for project completed. This rate should include:

- Consultations: $___________
- Materials: $___________
- Travel: $___________
- Other: (specify) $___________
- Sub Total: $___________
- GST: $___________
- **TOTAL** $___________
PART V: FORMS –
C: References

Prepare a list of **THREE (3)** similar projects completed by your firm in the last **FIVE (5)** years. A contact person and phone number should be provided with each reference.

<table>
<thead>
<tr>
<th>1. COMPANY NAME:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name:</td>
<td></td>
</tr>
<tr>
<td>Title:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td>Comments:</td>
<td>(Highlight why you are using this organization as a reference.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. COMPANY NAME:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name:</td>
<td></td>
</tr>
<tr>
<td>Title:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td>Comments:</td>
<td>(Highlight why you are using this organization as a reference.)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. COMPANY NAME:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name:</td>
<td></td>
</tr>
<tr>
<td>Title:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td>Comments:</td>
<td>(Highlight why you are using this organization as a reference.)</td>
</tr>
</tbody>
</table>
APPENDIX “A” CONFIRMATION FORM

To receive any further information about this Request for Proposal, please return this form immediately to:

Email: bfraser@gvpl.ca
Bonnie Fraser, Purchasing Advisor
Greater Victoria Public Library
Central Branch – Information Desk
735 Broughton Street
Victoria, BC V8W 3H2

Failure to return this form may result in no further communication regarding this Request for Proposal.

Name of Firm Bidding: _________________________________________________________________

Authorized Signature: __________________________________________________________________

Print Name: __________________________________________________________________________

Address: ______________________________________________________________________________

Library: ___________________________ Postal Code: _________________________________

Phone #: ___________________________ Email Address: ________________________________

☐ Yes, we will be responding to this Proposal.
☐ I authorize the Greater Victoria Public Library, Administration Department to send further correspondence that it deems necessary.

Please send further correspondence about this Request for Proposal to:

Email: _____________________________________________

Signature: __________________________________________

Print Name: _________________________________________

Title: ______________________________________________

Date: _____________________________________________
APPENDIX “B” – SUBMISSION AND EVALUATION CRITERIA

Evaluation of proposals will be by an evaluation team formed by the Library. All evaluators will be bound by the same standards of confidentiality.

This section details the evaluation process for selecting the best qualified proponent. Proponents should ensure that they fully respond to all criteria in their submission to receive full consideration during the evaluation process.

1. Stage One – Mandatory Criteria

<table>
<thead>
<tr>
<th>Item #</th>
<th>Mandatory Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Proponent must submit Appendix A - Confirmation Form prior to the enquires deadline</td>
</tr>
<tr>
<td>2</td>
<td>The Proposal must be received at the delivery location before the specified Closing Date and Time.</td>
</tr>
<tr>
<td>3</td>
<td>The Proposal must be in English</td>
</tr>
<tr>
<td>4</td>
<td>The Proposal must be submitted using the Part V – Form of Proposal, Quote Form and References.</td>
</tr>
</tbody>
</table>

1.1 Proposals not meeting all the mandatory criteria will be excluded from further consideration during the evaluation process.

1.2 Note to Proponents:
Using the evaluation criteria (see Stage Two, below), the evaluation team will assess each Proponent’s ability to fulfil the scope of work and responsibilities identified in Part V – Cleaning Requirements. Proponents should ensure that they provide the information requested under Proposal requirements for all criteria.

2. Stage Two – Desirable Criteria

2.1 Proposals meeting all the mandatory criteria will be further assessed against the following desirable criteria. Proposals not meeting the minimum score of all criteria will be excluded from further consideration during the evaluation process.

2.2 Part V – Shelving Requirements details the desirable criteria against which Proposals will be evaluated. Proponents should ensure that they fully respond to all criteria to receive full consideration during evaluation.

<table>
<thead>
<tr>
<th>Item</th>
<th>Max. Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Total Corporate Score</td>
<td>39</td>
</tr>
<tr>
<td>2. Show Examples / Expertise</td>
<td>39</td>
</tr>
<tr>
<td>3. Total Time</td>
<td>27</td>
</tr>
<tr>
<td>4. Total Value Added Score</td>
<td>24</td>
</tr>
<tr>
<td>5. Total Pricing</td>
<td>45</td>
</tr>
<tr>
<td>6. Total Reference Checks</td>
<td>27</td>
</tr>
<tr>
<td>TOTAL SCORE</td>
<td>201</td>
</tr>
</tbody>
</table>
3. Stage Three – onsite Demonstration
   3.1 Those Vendors who have been shortlisted will be asked to provide a demonstration of their cleaning process.
   3.2 The demonstrations will be set up by the Facilities Coordinator following Covid-19 practices.

4. Stage Three – Reference Checks
   4.1 The reference of the short-listed Proponents may be contacted to validate any part of the Proposal. The Library reserves the right to conduct such independent reference checks or verification as are deemed necessary by it to clarify, test, or verify the information contained in the Proposal and confirm suitability of the Proponent.

   4.2 The Library will not enter a Contract with any Proponent whose references, in the Library’s sole opinion, are found to be unsatisfactory.

   4.3 Evaluators are only able to evaluate information that has been included in a Proponent’s Proposal Form, the information that is known to evaluator(s) or information that is available on the intranet or from other public sources cannot be considered during the evaluation process.

   4.4 The Library reserves the right to award to one or multiple proponents that meet the Library’s requirements.

   4.5 At the conclusion of the Request for Proposals process, all Proponents will be notified.
## APPENDIX “C” Planning Your Response Form

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have you registered your interest in this Proposal? See Appendix “A”.</td>
<td>If you receive your copy of the Proposal document from a third party, register your interest with the Library so that you receive any amendments.</td>
</tr>
<tr>
<td>Do you understand all the requirements?</td>
<td>Make sure you have read the Proposal document and highlighted important points.</td>
</tr>
<tr>
<td>Do you need clarification?</td>
<td>If you do not understand something, talk to the Library contact specified in the Proposal. Is there a specific person who manages all questions?</td>
</tr>
<tr>
<td>When is the closing date?</td>
<td>When does the Proposal close and where should it be lodged? Late Proposals will not usually be accepted.</td>
</tr>
<tr>
<td>What are the evaluation criteria?</td>
<td>Determine the criteria against which you’re Proposal will be evaluated and note any weighting placed on each of the criteria.</td>
</tr>
<tr>
<td>What are the contract terms and conditions?</td>
<td>Read the contract terms and conditions and make sure you can comply.</td>
</tr>
<tr>
<td>Have you identified how to respond?</td>
<td>How does your response need to be submitted - in a paper format or have electronic copies also been requested? How many copies are required?</td>
</tr>
<tr>
<td>What format do you respond in?</td>
<td>Are there any mandatory Proposal forms to be completed?</td>
</tr>
<tr>
<td></td>
<td>If there are, and they have not been included, your Proposal will be considered incomplete and will be eliminated.</td>
</tr>
</tbody>
</table>

## Preparing your Response

<table>
<thead>
<tr>
<th>Is your response in a simple format?</th>
<th>Your Proposal will be evaluated on content not on an elaborate presentation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>What numbering has been used in the Proposal document?</td>
<td>If no set format for responding has been specified, follow the general format and numbering of the Proposal specification.</td>
</tr>
<tr>
<td>Have you answered all the specified requirements?</td>
<td>Prepare a checklist and tick each of them off as you answer them.</td>
</tr>
<tr>
<td><strong>Have you provided all the information requested?</strong></td>
<td><strong>Have you been requested to supply other information and documents?</strong></td>
</tr>
<tr>
<td>---------------------------------------------------</td>
<td>---------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Have you indicated whether you comply with the conditions of contract?</strong></td>
<td><strong>If you exceed the requirements, or only partially comply, have you provided a detailed explanation?</strong></td>
</tr>
<tr>
<td><strong>Are there Quality Assurance requirements?</strong></td>
<td><strong>Are any supporting documents required? Are they attached?</strong></td>
</tr>
<tr>
<td><strong>Have you demonstrated your ability to meet all of the selection criteria?</strong></td>
<td><strong>Make sure you have clearly demonstrated (not just asserted) your ability to fulfill all the mandatory criteria.</strong></td>
</tr>
<tr>
<td><strong>Have you completed the price or cost schedule for all items you are Proposal?</strong></td>
<td><strong>Have you included your costing for all items and followed the GST requirements?</strong></td>
</tr>
<tr>
<td><strong>Are you offering value for money?</strong></td>
<td><strong>Have you pitched competitively?</strong></td>
</tr>
<tr>
<td><strong>Have you contacted your references to confirm they are willing to be a reference?</strong></td>
<td><strong>Are reference contact details correct?</strong></td>
</tr>
<tr>
<td><strong>Have there been any amendments?</strong></td>
<td><strong>Have there been any Proposal amendments issued and have you addressed these?</strong></td>
</tr>
</tbody>
</table>

### Submitting your Response

<table>
<thead>
<tr>
<th><strong>Have you signed all the appropriate forms?</strong></th>
<th><strong>Have you correctly signed all appropriate Proposal forms?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How can you send your response?</strong></td>
<td><strong>Can a fax or electronic lodgement be sent or is a hard copy required? How many copies are required?</strong></td>
</tr>
<tr>
<td><strong>What needs to be on the Proposal envelope?</strong></td>
<td><strong>Check to see if specific information is requested to be on the Proposal envelope - back and front - and how this is to be presented.</strong></td>
</tr>
<tr>
<td>Item</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Proponent Response Form</td>
<td>Provide a completed Proponent Response Form (Appendix I), dated and signed by an official authorized to negotiate and make commitments on behalf of the company. The form should indicate the contact name, title and telephone number of the individual who can provide any clarifications with respect to your Proposal.</td>
</tr>
<tr>
<td>Provide Company Information</td>
<td>Name; Address; Telephone; Email address; Key contact; Website: A description of the company’s business and Summary information on the company’s track record and accomplishments. Provide information indicating the extent to which this company is protected for comprehensive general liability.</td>
</tr>
<tr>
<td>Detailed Product Information</td>
<td>Proponents are to copy brochure of the proposed products and detailed diagrams including dimensions, colour and finishes.</td>
</tr>
<tr>
<td>Product Warranty</td>
<td>Proponents are to provide complete written warranty details for the proposed products.</td>
</tr>
<tr>
<td>Environment</td>
<td>Proponents are to provide detailed information on environmental designations and practices for the manufacturer and specific products.</td>
</tr>
<tr>
<td>Company Profile / Service</td>
<td>Provide a brief company profile, indicating time in business, location of British Columbia office and other information that may be deemed appropriate</td>
</tr>
<tr>
<td>Timeline / Project Plan</td>
<td>Indicate how many weeks it would take to have Software system installed from the date an order for the proposed is placed. Include phase project plan noting who is responsible for what section.</td>
</tr>
<tr>
<td>References</td>
<td>Provide a minimum of three references, including the name and address of the company, the name, title and phone number of the contact person. Describe as clearly as possible how the service provided to these references is similar to the services proposed for GVPL.</td>
</tr>
<tr>
<td>Comments / Added Value</td>
<td>List any suggestions or deviations from the Product Requirements; if you have any suggestions for increased value or improvements, please provide details.</td>
</tr>
<tr>
<td>Cost proposal</td>
<td>Provide completed GVPL Project Pricing sheet.</td>
</tr>
<tr>
<td>Requirement</td>
<td>Functionality / Capability</td>
</tr>
<tr>
<td>-------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td><strong>1. Total Corporate Score</strong></td>
<td>39</td>
</tr>
<tr>
<td><strong>2. Show Examples / Expertise</strong></td>
<td>39</td>
</tr>
<tr>
<td><strong>3. Total Time</strong></td>
<td>27</td>
</tr>
<tr>
<td><strong>4. Total Value Added Score</strong></td>
<td>24</td>
</tr>
<tr>
<td><strong>5. Total Pricing</strong></td>
<td>45</td>
</tr>
<tr>
<td><strong>6. Total Reference Checks</strong></td>
<td>27</td>
</tr>
</tbody>
</table>

### Functionality / Capability

1-Desired 0 - none

1. Total Corporate Score
2. Show Examples / Expertise
3. Total Time
4. Total Value Added Score
5. Total Pricing
6. Total Reference Checks

### Notes/Explanations

- Corporate Profile: Provide a description of your company, including legal name, ownership, number of years in business, areas of specialty and any other relevant company information.
- Experience: Describe your firm’s experience in the supply and delivery of services similar to that required in this RFP during the last three years. Specify client names where applicable.
- References: Provide a minimum of three written references from similar clients, located on Vancouver Island if possible, for similar goods and services.
- Project Team Organizational & Personnel: Provide an organizational chart complete with names of the dedicated account/project manager and specific key personnel that you propose to assign to the Library setting out their names, responsibilities and relevant experience with similar clients.
- Support: Explain the operations of your service support as envisioned (includes a dedicated account and/or project manager); the hours of business; and the level of familiarity of products and experience of personnel.
- Sustainability: Meeting the social, environmental and economic needs of the present without compromising the abilities of future generations to meet their needs.
- Social Value: Contributing positively to the health and well-being of individuals and communities by addressing issues such as poverty, social exclusion, and isolation.
- Other:
- Warranties
- Projected timeline was not achievable. Why could it not be achieved? Based on the above, how did you mediate any issues on timeline.
- Did proposed budget come under proposed budget by 5%?
- Did proposed budget come under proposed budget by 10%?
- Did proposed budget come under proposed budget by 15%?
- Did proposed budget come under proposed budget by 20%?
- Did proposed budget come under proposed budget by 25%?