



BELLINGEN
SHIRE COUNCIL



ATTACHMENT item 9.1 Request for Quote

CLARENCE REGIONAL LIBRARY

REQUEST FOR QUOTATION

PROJECT: STRATEGIC PLAN & ACTION PLAN for - Clarence Regional Library

Submissions close on Monday 20th March 2023 at 5pm.

**Clarence Regional Library
C/- Clarence Valley Council**

February 2023

Quote: 02/23

1 INTRODUCTION

Clarence Regional Library (CRL) is seeking a qualified consultant to undertake the development of a Strategic Plan & Action Plan for the Regional Library and its member libraries.

1.1 Aim

The aim of both Strategic Plan & Action Plan is to determine a future direction for the CRL and member libraries over a ten-year timeframe and develop action plans that will facilitate progressive achievement of milestone goals in moving towards that future vision. These plans should also provide a robust platform to guide future efforts in lobbying for improvements in services for the community.

1.2 Objectives

The specific objectives of the Strategic Plan & Action Plan include:

- Reviewing the common Vision and Mission for all library services currently in place
- Developing a Strategic Plan relevant to the needs, interest and aspirations of the communities served by the Regional Library service including the Clarence Valley Libraries and Bellingen Shire Libraries as well as other stakeholders engaged in the delivery of those services
- Ensuring the strategic plan reflects a united and integrated approach to the future direction and development of library services
- Ensuring that the strategic plan recognises the relevant recommendations included in the State Library of NSW Review 2022
- Ensuring that the Regional Library Strategic Plan recognises the relevant strategic priorities, policies, plans and future direction for Clarence Valley Council and Bellingen Shire Council.
- Developing realistic action plans that guide the achievement of long-term strategic vision within local constraints and enable simple progress reporting

1.3 Scope

The scope of the project is determined by the following:

- Spatial: The Clarence Regional Library Strategic Plan encompasses all areas covered by the CRL network which includes the Local Government Areas (LGAs) of Clarence Valley and Bellingen Shire.
- Participants: the development of the Strategic Plan will ensure appropriate consultation and engagement with Regional and Public Library Staff as well as the Clarence Regional Library Committee. The views of the local communities will be sought concurrently in a separate process scheduled to ensure those results inform the development of the Strategic Plan.

- Topics: The issues to be addressed must take into consideration where possible industry and state benchmarks and standards and at a minimum, include the following topics:
 - Vision and Mission
 - Staffing levels and structures
 - Access – hours of operation, geographic location, virtual access, access for people with disabilities, home library services
 - Infrastructure – design of the library facility, specific features
 - Collection – size, age, range, topics, change
 - Range of services – extent, needs, desires, potential
 - Workflows and procedures
 - Policies
 - Comparative / Future options

1.4 Background

1.4.1 Clarence Regional Library

Clarence Valley Council is the Executive Council for the CRL service which provides professional, technical and information services in the areas of collection development (including acquisition, allocation, rotation and deselection), reference and information services (including a centralised inter-library loan service), a cloud based catalogue service, Marketing Plan & promotional activities, website development and Social Media including Instagram, Facebook, YouTube, Flickr and Pinterest for libraries in the Bellingen and Clarence Valley LGAs.

Operations of the CRL are managed by the Clarence Regional Library Committee (CRLC) which includes representatives from each LGA (Councillors and/or Officers). The CRLC has endorsed the development of the Strategic Plan & Action Plan for the CRL service.

1.4.2 Public Libraries

The CRL services eight (8) public libraries across the two LGAs which are located at: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and the mobile library.

1.4.3 The Library of NSW Review 2022

In 2022 the CRL requested the State Library of NSW to undertake a full review of their operations, the previous review having been undertaken in 2017. This was a very comprehensive review that encompassed: staff structures, management arrangements, work flows and procedures amongst other issues. The review includes recommendation that relate to the Regional Library services as well as Public Library services and issues.

The review provides an independent assessment of library services and benchmarks them against similar library services, State averages and minimum recommended standards. A total of 19 recommendations were made for improving services from the immediate to the long-term.

Where resources permit, these recommendations are progressively being pursued. The last strategic plan developed for the CRL expired in 2022 with significant progress across all elements having been achieved to date. Hence the need for a new strategic plan that includes realistic action plans to guide progress for the next 10 years.

1.4.4 Relationships

Inputs:

The details of the Strategic Plan and Action Plan should address the issues raised in the State Library of New South Wales Review 2022.

The results and recommendations from a number of surveys of users and non-users of library services across the Regional Library Service area will provide feedback and input from the community in relation to levels of satisfaction, enhancements to promote greater use and future services.

The Strategic Plan will be developed in a collaborative process involving the Regional and Public Library officers as well as CRLC members. A key feature of this process will be professional development aimed at developing team relationships amongst geographically dispersed library staff through facilitated sessions.

Outputs:

The strategic plan must also be developed within the context of Clarence Valley Council's Sustainability Framework and recognise its position within the member council's Management Plans and budget considerations.

1.5 **Tasks and Responsibilities**

1.5.1 The Consultant

Tasks of the consultant in undertaking this project include:

- Prepare a work plan that identifies key stages in the project and timeframes
- Meet / liaise with the project management team to gain agreement about the key stages, confirm direction and report progress
- Integration with the development, implementation and results of the various Library Surveys available
- Review of relevant documentation
- Conducting a workshop to develop a shared vision and mission within a team building approach involving library staff and CRLC members
- Reporting workshop outcomes
- Undertaking detailed consultations with individual stakeholders
- Reporting outcomes of those consultations
- Incorporation of survey results within the strategic plans' format and overall direction
- Developing Draft Strategic Plan for the Clarence Regional Library including an Action Plan
- Amend the drafts as instructed by the management team
- Prepare the final Strategic Plan and report the outcomes to the CRLC and Clarence Valley Council.

The proposed Methodology should address:

- Workshop processes for team building and developing the vision and mission

- Integration of State Library NSW Review 2022 and other relevant documentation
- Integration of survey results
- Consultations with key stakeholders
- Process for determining priorities amongst future directions and action plans
- Process for determining Action Plans
- Integration with other councils' key priorities
- Clearly identified actions for the CRL and the member Public Library services

The expected Deliverables for the project include:

- Proposed Work Plan including meetings with the project management team
- Results of Vision and Mission Workshop
- Results of Key Stakeholder consultations
- Draft report
- Final report
- Presentation of results

1.5.2 Clarence Regional Library

CRL will assist the development and delivery of this project by:

- Providing relevant documents considered necessary to successfully deliver this project
- Arranging for access to library and other facilities for the purpose of gaining information including access to key stakeholders
- Providing timely review of all specified documentation
- Undertaking all media reports and contact
- Providing relevant logos and branding for documentation

2 QUOTATIONS: CONDITIONS OF PARTICIPATION

2.1 Conditions

- a This call for Quotations does not constitute an offer of any kind.
- b Information provided is intended to reflect and summarise key information concerning the project.
- c The information is provided in good faith but without warranty as to its completeness or accuracy.
- d Where any of the information relates to future matters, no warranty, express or implied, is made by Council, its officers or agents, that the future matters or related outcomes will be achieved.
- e Proponents are required to submit full details of any offer.
- f Council accepts no liability or obligation for costs incurred by or on behalf of any person making a submission in response to this Request for Quotations.
- g The information provided to Council by proponents in response to this call for Quotations will be treated as confidential and will only be used to evaluate the proposal.

3 PART 3 INFORMATION REQUIRED FROM PROPONENTS

3.1 Quotation documentation to be submitted

The Quotation should contain all details including:

- All costs that will be met by the Consultant engaged to undertake the project
- Details of any sub-consultancies engaged to assist in delivery of project and its outcomes
- Details of conditions, exclusions or qualifications to the Submission.

3.2 Conforming Quotations

Respondents should note that the degree of compliance with the specified conditions will be an important consideration in the process of evaluating the Quotation.

Failure to provide information requested in the Request for Quotation invitation may lead to no further consideration of the Quotation.

3.3 Respondent to inform themselves fully

Respondents are required to acquaint themselves with all conditions relating to the Request for Quotation invitation, prior to submitting a Quotation.

4 SUBMISSION OF QUOTATION

4.1 Lodgement Instructions

Quotations forwarded to Council by Email need to Have: QUOTATION FOR STRATEGIC PLAN FOR CLARENCE REGIONAL LIBRARY SERVICE - REQUEST FOR QUOTATION NO 02/23 in the subject.

Submissions close on Thursday 20th March 2023at 5pm.

Responsibility for lodgement of Quotations within the specified timeframe lies solely with the Respondent.

NOTE: Quotations to be lodged by the following methods:

- 1 By e-mail – provided that:
 - A Council receives the e-mail before the deadline for the closing of Quotations,
 - b the e-mail provides all the documentation required by this invitation, and

The e-mail must be forwarded to the following addresses:

kathryn.breward@clarence.nsw.gov.au

victoria.keane@clarence.nsw.gov.au

4.2 Expenses

No payment will be made for any expenses or losses, which may be incurred by Respondent in connection with the preparation of a Quotation.

4.3 Indicative Timeframe

The following milestones and timeframes are proposed as an indication only and are subject to negotiation with Council.

Key Milestones	Anticipated Timing
Submissions Close	Thursday 20 th March 2023
Project awarded	Thurs 28 th March 2023
Project Commencement – vision and mission workshop	Week commencing 31 st March 2023
Draft report on Vision and Mission Workshop	10 th April 2023
Proposal for consultations with key stakeholders	2 nd May 2023
Consultations	5 th May – 23 rd May 2023
Report on consultations	29 th May 2023
Incorporate survey results	20 th June 2023
Draft Strategic Plans including Action Plans	10 th July 2023
Final Strategic Plans and Actions Plans	25 th July 2023
Presentation	25 th July 2023

5 CONSULTANT SELECTION

5.1 Format of Submission

- 5.1.1 The Project Management Team will open all Quotations by Council immediately following the closure of the invitation period.
- 5.1.2 Any information contained in documents supplied by a Respondent which is considered to be a confidential nature, is to be clearly marked “Commercial in Confidence”.
- 5.1.3 Information so marked will not be divulged to another party without the permission of the Respondent.

5.2 Selection Criteria

- 5.2.1 Council is under no obligation to accept any quotation. All respondents will be notified in writing of the Council’s decision. The Council’s decision shall be final and no correspondence will be entered into.
- 5.2.2 A quotation shall not be deemed to be accepted unless it is accepted in writing.
- 5.2.3 Following a review of the Quotations, Council will select its preferred provider.

5.3 Evaluation Criteria

The consultant selection process will be a single stage process, based on assessment of submissions provided by Consultants against the criteria detailed below including weighting.

Category	Weight (20 max)
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Expertise and Previous experience - Brief details of similar projects - Strategies and presentation materials - Meeting of timeframes	15
Consultant Organisation background and structure	5
Key personnel - Specific abilities and skills - Previous experience - Availability	10
Proposed Strategy - workshop to review vision and mission - Consultations with key stakeholders - Incorporation of survey results - Process for determining priorities for strategic plans and action plans - Integration with strategic directions of councils - Reporting outcomes	20
Project performance details - time performance	20
Quality Assurance	10
Expected project cost	20

Submissions will be examined and dealt with in as transparent a manner as possible. Rankings for each category for each consultant will be included in Council files with appropriate comments as deemed necessary by Council staff and Regional Librarian.

Format for Submissions

To assist in assessment each submission shall be as concise as possible in the following format, and may be accompanied by corporate brochures and CVs of relevant personnel. Each page of the submission should summarise both the Principal Consultant and the Sub-Consultants (if it is proposed to utilise Sub-Consultants) data under the one heading.

Section 1 Executive Summary

Summarise the submission and highlight the reasons why the submission should be selected to complete the project.

Section 2 Expertise and Previous experience (Weight 15)

State the previous experience of the Principal Consultant and any Sub-Consultants on projects of a similar nature.

Section 3 Consultant Organisation (Weight 5)

List the size of the organisation(s) - Principal and any Secondary Consultants, the relevant management structure for this project and comments relating to how this project will be managed. Provide details of contingency plans in the event that problems arise in the successful execution of this commission.

Section 4 Key Personnel (Weight 10)

List the names and titles of all personnel to be involved in the project, where they are to be based, their availability for the project and any specific abilities that are applicable.

Nominate the project leader and contact details for liaison with Council. The Principal Consultant shall be responsible for the performance of any Sub-Consultant.

Section 5 Proposed Strategy (Weight 20)

Clarify the scope of work and state how the project is to be tackled. Identify the proposed stages of the project the likelihood and constraints of meeting the time lines. Briefly describe each aspect of the methodology will be addressed. Any exclusions and / or expectations of Council should also be identified.

Section 6 Project performance details - time performance (Weight 20)

Provide details of relevant project staging times for this project as well as including initial target completion time and actual achieved completion time for projects included in Section 2 above.

Section 7 Quality Assurance Details (Weight 10)

List the quality systems in place for both the Principal and any Secondary Consultants (if any), registrations/affiliations/memberships under Australian and/or International Standards.

Section 8 Expected project cost (Weight 20)

State in detail the Consultant's fee structure (including all Sub-Consultants if any) for each stage of the project.

6 OTHER RELEVANT INFORMATION

6.1 Canvassing of Councillors or Staff

Respondents are advised that the canvassing of Councillors or Council staff in regards to this Quotation may result in the respondent being disqualified.

6.2 Verbal Advice

Council shall not be bound by any verbal advice given or information furnished by any officer of the Council in respect of this Request for Quotation invitation but shall be bound only by written advice or written information furnished by Council or by an authorised officer.

6.3 Request for Quotation to become Property of Council

All Quotation documents shall become the property of the Council and shall not be returned to the Respondents.

6.4 Acceptable Legal Entities

6.4.1 Council will only accept Quotations from recognised and acceptable legal entities. Quotations submitted by an unincorporated business such as a sole trader, partnership or business name must identify the legal entity which is submitting the Quotation or the names and addresses of each principal of the firm.

6.4.2 Council will not accept Quotations from trusts or firms trading under trust arrangements except public trust arrangements or with companies under any form of external administration.

Budget:

A total of \$20,000 (GST exclusive) only has been allocated for the completion of this project.

Contact Officer:

All enquiries regarding this project should be directed to:

Kathryn Breward
Regional Librarian
Clarence Regional Library
Clarence Valley Council
kathryn.breward@clarence.nsw.gov.au