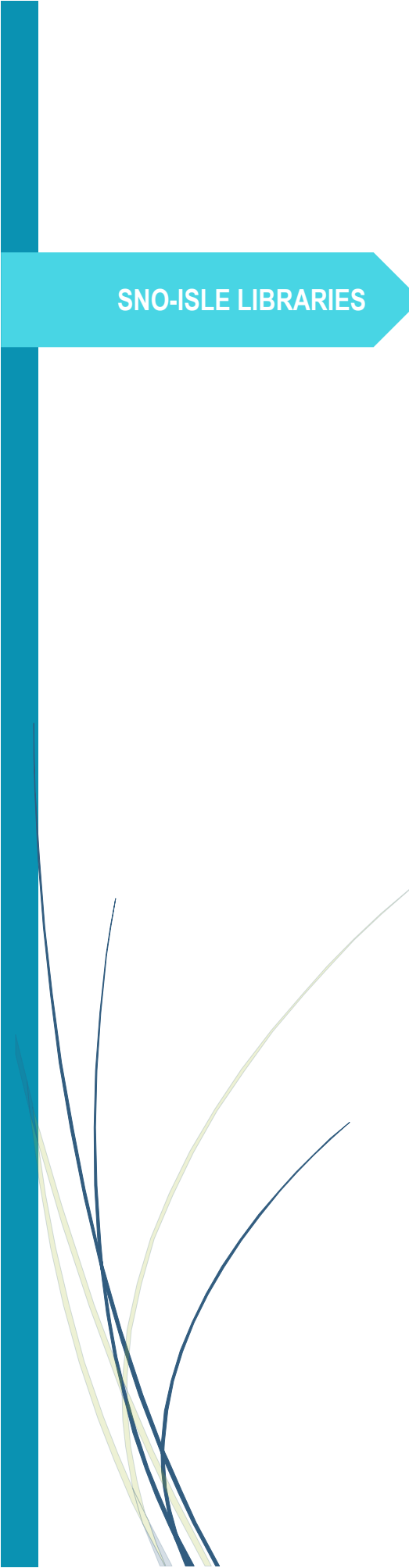


The logo for SNO-ISLE LIBRARIES, featuring the text in white on a teal arrow-shaped background.

SNO-ISLE LIBRARIES

REQUEST FOR PROPOSAL

WORKFORCE DIVERSITY
CONSULTING SERVICES |
PROPOSAL NO. 2021.08.24

A decorative graphic on the left side of the page, consisting of a vertical teal bar and several thin, curved lines in teal and light green that sweep upwards from the bottom left corner.

SNO-ISLE LIBRARIES | 7312 35TH AVE NE |
MARYSVILLE, WA 98271 | WWW.SNO-ISLE.ORG

TABLE OF CONTENTS

1. OVERVIEW.....	2
2. BACKGROUND	2
3. PROJECT DESCRIPTION AND SCOPE OF SERVICES.....	2
4. TIMELINE	3
5. QUESTIONS REGARDING RFP.....	3
6. PROPOSAL	3
7. EVALUATION PROCESS	5
8. TERMS AND CONDITIONS.....	5
9. ATTACHMENTS	9

1. OVERVIEW

Sno-Isle Libraries is soliciting Proposals for professional services to assist in the launch and facilitation of a workforce diversity initiative.

- 1.1. This request invites qualified professional consultants that are interested in providing services on an open-order basis to submit a proposal based on the requisites herein.
- 1.2. The contract period of performance will extend for 12 months with an option to renew for an additional 12 months, or until the final agreed upon contract amount has been reached, whichever occurs first.
- 1.3. A list of hourly rates for all consultant services required herein must be included as part of Proposer's Proposal per **Section 6.1.6**.
- 1.4. Once a consultant / firm is selected, a contract will be negotiated based on a mutually agreed upon scope of services.

2. BACKGROUND

Sno-Isle Libraries is a two-county public library district serving more than 770,000 people in Snohomish and Island counties through 23 community libraries, mobile and online library services. The organization of 475+ employees is headquartered at its distribution facility in Marysville, Washington.

Sno-Isle Libraries is committed to building a workforce that reflects the diversity of our communities, and values the variety of ideas, worldviews, and personal experience that staff bring to their work. As such, the organization has undertaken a number of initiatives aimed at embedding principles of racial and social justice, equity, and inclusion into the fabric of our organization.

The organization is preparing to launch a work force diversity initiative aimed at reviewing and making changes to our recruitment, hiring, onboarding, and retention processes to support workforce diversity at Sno-Isle Libraries. We are seeking an outside consultant to assist with the project.

3. PROJECT DESCRIPTION AND SCOPE OF SERVICES

The selected Proposer will prepare plans for a comprehensive organizational wide workforce diversity initiative. The selected Proposer will have a track record of experience and accomplishment with this type of work. Project deliverables may include the following:

- 3.1. Convene, mentor, and support a staff led workgroup to guide the process.
- 3.2. Assist in identifying priority areas within the general project scope.
- 3.3. Gather feedback from staff through various channels, including focus groups, interviews, surveys, etc.
- 3.4. Conduct a thorough review of and provide a report of actionable recommendations in the following potential areas: recruitment, selection, hiring, onboarding, and retention processes to support workforce diversity at Sno-Isle Libraries.
- 3.5. Prepare written materials including reports, project proposals, recommendations, etc.
- 3.6. Prepare and deliver presentations and updates to leadership team and key stakeholders based on final recommendations.

4. TIMELINE

Description	Date
RFP/RFQ posted	August 24, 2021
Questions (FAQ) due	September 7, 2021, by 12:00 PM PDT; vendorsubmissions@sno-isle.org
Addendum posted	September 9, 2021, by 5:00 PM PDT (If necessary)
Proposal due date	September 23, 2021, by 2:00 PM PDT, vendorsubmissions@sno-isle.org
Interviews (if necessary)	Week of October 4, 2021
Contract awarded	Week of October 11, 2021

5. QUESTIONS REGARDING RFP

Any questions surrounding this RFQ/RFP must be submitted via email to vendorsubmissions@sno-isle.org in accordance with **Section 4. Questions via telephone will not be accepted.** Responses to questions will be posted on Sno-Isle Libraries' website as an addendum to this RFP (<https://www.sno-isle.org/vendors/>; click on *Current Projects*), and will be distributed to all email addresses related to this Proposal. **Responses will be provided by 5:00pm PDT, Friday, September 9, 2021.**

6. PROPOSAL

6.1 FORMAT

To standardize responses and simplify comparison and evaluation of responses, all Proposals must be organized in the manner set forth below, separated into sections, and appropriately labeled. The overall length should not exceed 12 pages; the proposal format is up to the discretion of the applicant.

6.1.1 Business Organization

The full name and address of the firm that will perform the services described herein stated. The Principal-in-Charge of the office shall be identified. Please include a cover letter summarizing your firm's background, resources, and relevant experience.

6.1.2 Approach & Scope of Work

The responding firm shall provide a statement of understanding for a variety of work possible for a workforce diversity project, as it applies to a demographically and geographically diverse service area.

6.1.3 Related Experience Descriptions

A minimum of three (3) and a maximum of six (6) projects or a portfolio of projects of similar size and nature shall be submitted as examples of previous work. Sample projects may include initiatives aimed at embedding principles of racial and social justice, equity, and inclusion into recruitment, hiring, and retention policies and practices of public or private organizations.

6.1.4 Project Staffing & Qualifications

Personnel to be assigned with specialized skills shall be highlighted. A synopsis of experience, training, and other qualities that reflect the individual's relative

experience and expected contributions is expected. A brief history of professional certifications, registrations, and licenses held by the staff or individuals.

6.1.5 Additional Information

Provide any additional information regarding the firm's experience, capabilities, or qualifications which are important to the successful implementation of this work.

6.1.6 Rates / Fees

Provide itemized rate/fee schedule for the specifications proposed and for any variation of non-routine services, inclusive of any administrative costs (e.g. travel), Washington State sales tax, and any other applicable governmental charges. The Proposal should include what services will be included in the basic fee, plus the methodology for determining the cost of additional or supplemental services.

No other monies will be paid for items omitted by the Proposer, unless requested and approved in advance in writing.

6.1.7 References

Provide a list of references (including contact name and telephone number) of at least three (3) recent or current clients of which are open to allow Sno-Isle Libraries to contact the clients for an appraisal of the services they are receiving from your firm. See **Section 8.10** for specifics.

6.1.8 Signed Certifications & Assurances Form

Sign and submit the Certifications & Assurances form (**Attachment A**) as part of your Proposal.

6.2 SUBMITTING A PROPOSAL

6.2.1 Proposals may be submitted via email, mail, courier, or in-person. Proposals must be in writing and include links or attachments to materials which support, validate, or demonstrate the qualifications of the Proposer. The format may be a Word or PDF document. Submit email proposals to vendorsubmissions@sno-isle.org.

6.2.2 If submitting a hard-copy: Submit one (1) copy of the proposal only. In keeping with Sno-Isle Libraries' environmental sustainability efforts, do not bind your proposal, nor include binders, report covers or unrequested indexing/divider pages. Use of recycled content paper is preferred.

6.2.3 If the proposal is mailed/delivered, it shall be addressed/delivered to Sno-Isle Libraries: 7312 – 35th Ave NE, Marysville, WA 98271; ATTN: Procurement Specialist – RFP PROPOSAL.

6.2.4 **If you would like confirmation of receipt of Proposal, please request via email at the time of submission.**

6.2.5 No Proposal shall be considered which has not been received at Sno-Isle Libraries' Service Center before the submittal deadline specified in the Timeline (**Section 4**). Proposer shall assume full responsibility for timely delivery of its proposal at the specified location.

6.3 MODIFICATION OF RFP

Sno-Isle Libraries reserves the right to “revise” or “amend” the RFP prior to the Proposal due date by “written addenda.”

7. EVALUATION PROCESS

Proposals will be evaluated by Sno-Isle Libraries using the Selection Criteria included herein to the Proposer best qualified to meet the needs of this RFP as determined by Sno-Isle Libraries. The Proposer(s) deemed best qualified may be invited for an additional presentation and interview. However, Sno-Isle Libraries reserves the right to request interviews of any, all, or none of the Proposers.

7.1 EVALUATION CRITERIA

The winning Proposal will be evaluated according to the following criteria:

- 7.1.1 Experience in the design and delivery of workforce diversity initiatives. (0-15pts)
- 7.1.2 Quality of previous contract performance based on samples of past work. (0-15pts)
- 7.1.3 Rate/Fee schedule is in accordance with good stewardship of public funds. (0-15pts)
- 7.1.4 Demonstration of the Proposer's ability to accurately estimate timelines for completion of work, adhere to schedules, evaluate existing conditions, provide solutions, determine best value and meet deadlines. (0-10pts)
- 7.1.5 Responsiveness to requests for information and necessary requirements in the completion of the assigned tasks. (0-10pts)
- 7.1.6 Demonstrated knowledge of state and federal laws pertaining to equity, diversity, inclusion and employment. (0-10pts)
- 7.1.7 References and experience with similar projects; public libraries preferred. (0-10pts)
- 7.1.8 Qualifications of staff readily available to work on this project. (0-10pts)
- 7.1.9 Licensing, education, and certification in Human Resources or related fields. (0-5pts)

8. TERMS AND CONDITIONS

8.1 QUALIFICATIONS OF CONSULTANTS

Sno-Isle Libraries reserves the right to investigate Proposers as deemed necessary to determine their ability to provide the services required for the fulfillment of this Contract. Proposers shall furnish to Sno-Isle Libraries all such information and data as required for this purpose. Sno-Isle Libraries also reserves the right to reject any Proposal if evidence submitted by Proposer, or in Sno-Isle Libraries' investigation of Proposer, fails to satisfy Sno-Isle Libraries that the Proposer is properly qualified to meet the obligations of the Contract.

8.2 PROPOSAL AWARD / AWARD OF CONTRACT

Sno-Isle Libraries shall issue a Contract to the successful Proposer. Work may proceed when the following conditions have been met:

- The Contract has been awarded and fully executed by both parties.
- A Purchase Order has been sent by Sno-Isle Libraries and received by Proposer.

8.3 PROCEDURE WHEN ONLY ONE PROPOSAL IS RECEIVED

If Sno-Isle Libraries receives a single responsive, responsible Proposal, Sno-Isle Libraries shall have the right to conduct a price or cost analysis on such Proposal. The Proposer shall promptly provide all cost or pricing data, documentation and explanation requested by Sno-Isle Libraries to assist in such analysis.

By conducting such analysis, Sno-Isle Libraries shall not be obligated to accept the single Proposal. Sno-Isle Libraries reserves the right to reject such Proposal or any portion thereof.

8.4 COST OF PROPOSAL

Sno-Isle Libraries will not be liable for any costs incurred by the Proposer in preparation of a Proposal submitted in response to this RFP, in conduct of a presentation, or any other activities related to responding to this RFP.

8.5 REJECTION OF PROPOSALS

Sno-Isle Libraries reserves the right to reject any Proposal for any reason including, but not limited to the following: (1) any Proposal which is incomplete or lacking necessary detail and specificity; (2) any Proposal which has any qualification, addition, limitation or provision attached to the Proposal; (3) any Proposer whom, in the sole judgment of Sno-Isle Libraries, lacks the qualifications or responsibility necessary to perform the work; (4) any Proposer which is not approved as in compliance with the requirements for equal employment opportunity; (5) any Proposal for which a Proposer fails or neglects to complete and submit any qualifications information within the time specified by Sno-Isle Libraries; and (6) any Proposal submitted by a Proposer who is not registered or licensed as required by the laws of the state of Washington or local government agencies. In consideration for Sno-Isle Libraries review and evaluations of its Proposal, the Proposer waives and releases any claims against Sno-Isle Libraries arising from any rejection of any or all Proposals, including any claim for costs incurred by Proposers in the preparation and presentation of Proposals submitted in response to this RFP.

8.6 ACCEPTANCE PERIOD

Proposals must provide 90 days for acceptance by Sno-Isle Libraries from the Proposal Opening Date.

8.7 MOST FAVORABLE TERMS

8.7.1 Sno-Isle Libraries reserves the right to make an award without further discussion of the Proposal submitted. Therefore, the Proposal should be submitted initially on the most favorable terms which the Proposer can propose. There will be no best and final offer procedure. Sno-Isle Libraries does reserve the right to contact a Proposer for clarification of its Proposal.

8.7.2 The Apparent Successful Proposer should be prepared to accept this RFP for incorporation into a Contract resulting from this RFP. Contract negotiations may

incorporate some or all of the Proposer's entire Proposal. It is understood that the Proposal will become a part of the official procurement file on this matter without obligation to Sno-Isle Libraries.

8.8 PROPRIETARY INFORMATION / PUBLIC DISCLOSURE

All Proposals received shall become the property of Sno-Isle Libraries and remain confidential until a contract resulting from this request, if any, is signed by the Executive Director or their designee. After a contract is signed, all Proposals received shall be deemed public records as defined in Chapter 42.56 of the Revised Code of Washington (RCW). Any information contained in the Proposal that is proprietary must be clearly marked or designated as "confidential" in order to be excluded from public records request responses. Only information designated under current state law statutes as appropriate for exclusion from public records exposure may be marked and treated as confidential.

8.9 PROTEST PROCEDURE

Protests may be made only by Proposers who submitted a response to this solicitation document. The Proposer is allowed two (2) business days to file a protest. Protests must be received by the Procurement Specialist no later than 8:00 a.m. on the third business day following the notification of intent to award a contract. Protests may be submitted by e-mail but must be followed by the document with an original signature.

Proposers protesting this procurement shall follow the procedures described below. Protests that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to the Proposer under this procurement.

8.9.1 All protests must be in writing, addressed to the Procurement Specialist, and signed by the protesting party or an authorized Agent. The protest must state the RFP number, the grounds for the protest with specific facts and complete statements of the action(s) being protested. A description of the relief or corrective action being requested should also be included.

8.9.2 Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest on the part of an evaluator;
- Errors in computing the score;
- Non-compliance with procedures described in the RFP document or Sno-Isle Libraries' policy.

8.9.3 Protests not based on procedural matters will not be considered. Protests will be rejected as without merit if they address issues such as: (1) an evaluator's professional judgment on the quality of a Proposal, or (2) Sno-Isle Libraries' assessment of its own and/or other agencies needs or requirements.

Upon receipt of a protest, a protest review will be held by Sno-Isle Libraries. Sno-Isle Libraries' Executive Director or an employee appointed by the Executive

Director who was not involved in the procurement will consider the record and all available facts and issue a decision within five (5) business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

In the event a protest may affect the interest of another Proposer that also submitted a Proposal, such Proposer will be given an opportunity to submit its views and any relevant information on the protest to the Procurement Specialist.

The final determination of the protest as rendered by the Sno-Isle Libraries Executive Director or employee appointed by the Executive Director shall:

8.9.3.1 Find the protest lacking in merit and uphold Sno-Isle Libraries' action; or

8.9.3.2 Find only technical or harmless errors in Sno-Isle Libraries' acquisition process and determine Sno-Isle Libraries to be in substantial compliance and reject the protest; or

8.9.3.3 Find merit in the protest and provide Sno-Isle Libraries options which may include:

- Correct the errors and re-evaluate all Proposals, and/or
- Re-issue the solicitation document and begin a new process,
- Make other findings and determine other courses of action as appropriate.

If Sno-Isle Libraries determines that the protest is without merit, Sno-Isle Libraries may enter into a contract with the apparent successful Proposer. If the protest is determined to have merit, one of the alternatives noted in the preceding paragraph will be taken.

8.10 REFERENCES

List names, addresses, telephone numbers and e-mail addresses of three (3) business references for whom work has been accomplished and briefly describe the type of service provided. Do not include current Sno-Isle Libraries individual staff as references; it is allowed to include previously completed Sno-Isle Libraries' projects as prior work. By submitting a Proposal in response to this RFP, the Proposer grants Sno-Isle Libraries permission to contact these references and others, who from Sno-Isle Libraries' perspective, may have pertinent information.

8.11 RESPONSES BECOME THE PROPERTY OF SNO-ISLE LIBRARIES

All materials submitted in response to this request becomes the property of Sno-Isle Libraries. Selection or rejection of a response does not affect this right.

8.12 COMMERCIAL GENERAL LIABILITY INSURANCE

Proposer shall procure and keep in force during the term of this Contract Commercial General Liability (CGL) insurance on an occurrence basis in an amount not less than \$1,000,000 per occurrence and at least \$2,000,000 in the annual aggregate, including but not limited to premises/operations (including off-site operations), blanket contractual liability and broad form property damage. Prior to the Proposer performing any work

under this Contract, Proposer shall provide Sno-Isle Libraries with a Certificate of Insurance evidencing the insurance required and, by endorsement to the Proposer's liability policy (ices), naming Sno-Isle Libraries, its officers, employees and agents as Additional Insureds.

It is understood that the whole of the work under this Contract is to be done at the Proposer's risk and that the Proposer has become familiarized with the conditions and other contingencies likely to affect the work and has made the Proposer's Proposal accordingly and that the Proposer is to assume the responsibility and risk of all loss or damage to materials or work which may arise from any cause whatsoever prior to completion.

Sno-Isle Libraries reserves and retains its rights of subrogation.

8.13 HOLD HARMLESS AND INDEMNIFICATION

The Proposer shall defend, indemnify and save harmless Sno-Isle Libraries, its officers, employees and agents from any and every claim and risk, including suits or proceedings for patent, trademark, copyright or franchise infringements, and all losses, damages, demands, suits, judgments and attorney fees, and other expenses of any kind, on account of all property damages of any kind, whether tangible or intangible, including loss of use resulting there from, in connection with the work performed under this Contract, or caused or occasioned in whole or in part by reason of the presence of the Proposer or its subcontractors, or their property, employees or agents, upon or in proximity to the property of Sno-Isle Libraries, or any other property upon which the Proposer is performing any work called for or in connection with this Contract, except only of those losses resulting solely from the negligence of Sno-Isle Libraries, its officers, employees and agents.

Should a court of competent jurisdiction determine that this agreement is subject to RCW 4.24.115, then in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Proposer and Sno-Isle Libraries, its members, officers, employees and agents, the Proposer's liability hereunder shall be only to the extent of the Proposer's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes Proposer's waiver of immunity under industrial insurance, Title 51 RCW, solely for the purpose of the indemnification. This waiver has been mutually negotiated by the parties.

If a lawsuit in respect to this hold harmless provision ensues, the Proposer shall appear and defend that lawsuit at its own cost and expense, and if judgment is rendered or settlement made requiring payment of damages by Sno-Isle Libraries, its officers, employees, agents and volunteers, the Proposer shall pay the same.

9. ATTACHMENTS

Attachment A

- Certifications & Assurances