

ST. LOUIS COUNTY LIBRARY DISTRICT

Diversity, Equity, Inclusion, and Belonging (DEIB) Training Services

REQUEST FOR QUALIFICATIONS

Date Issued: June 24, 2024

The Board of Trustees of the St. Louis County Library District (the “Library District”) requests the submission of responses for qualifications from experienced qualified firms or individuals to provide a quote for Diversity, Equity, Inclusion, and Belonging (DEIB) Training Services to the Board of Trustees as described in this Request for Qualifications.

The Response must be received no later than 5:00 p.m. C.T., on July 24, 2024 by:

Jennifer Gibson, Assistant Director, Strategic Initiatives
St. Louis County Library District
1412 S. Spoeede Road
St. Louis, Missouri 63131

To preserve the integrity of the selection process, questions regarding this Request for Qualifications should only be directed to Jennifer Gibson. If you have any questions, please contact Jennifer at jgibson@slcl.org.

BACKGROUND

The Library District is a political subdivision of the State of Missouri. The Board of Trustees of the Library District is a body corporate with all the powers and rights of like or similar corporations serving more than 863,000 Library District residents.

All management and control of the Library District is vested in a Board of Trustees consisting of five Trustees appointed by the County Executive of St. Louis County, Missouri. The Trustees serve staggered four-year terms.

The Board of Trustees appoints a qualified librarian who holds that office at the Board of Trustees' pleasure as the Director and chief executive officer ("Director") of the Library District.

The Library District was established by a vote of the residents of St. Louis County, Missouri in 1946. In 1947 the first library building opened and was quickly followed by two branch locations in the heavily populated portion of North County. The 1960s saw an additional four branches, including a new Headquarters building and the first of many building expansions. This building boom resulted in the construction of branches throughout the 524 square miles of St. Louis County, Missouri. A tax levy passed in 1973 allowed the Library District to add 12 branches to the system, bringing the total number of branch locations to 20. The Library District is supported primarily by the property taxes of Library District residents.

On November 6, 2012, the voters of St. Louis County, Missouri, approved a proposed increase in the Library District tax to, among other things, finance a portion of the implementation of the Facilities Master Plan approved by the Board of Trustees on March 12, 2012. The Facilities Master Plan envisioned a multi-year construction program to make improvements to Library branches throughout the system.

The Library District is committed to diversity, equity, inclusion, and belonging (DEIB) in our workplace and actively supports and continues to enhance the advancement of DEIB through services offered, equitable outcomes in budget decisions, policies, and procedures. The Library District is seeking professional **Diversity, Equity, Inclusion, and Belonging (DEIB) Training Services** as described below (the "Project").

In order to assure that minority-owned and women-owned professional businesses are made aware of this Request for Qualifications, the Library District will utilize the Missouri Minority/Women Business Enterprise Program Directory as a source for identification of potential professional firms.

GENERAL REQUIREMENTS

The Project is subject to all applicable laws of the State of Missouri governing the Library District, including, but not limited to, the following:

- Missouri law prohibits all employers from employing aliens unlawfully present in the United States to perform work within the State of Missouri, including the Project. Responders must comply with the provisions relating thereto in Section 285.530, RSMo., as amended.
- All Responders on Library District contracts for services in excess of \$5,000 must provide the Library District with documentation and a sworn affidavit, with respect to employees working in connection with the contracted services, affirming enrollment in a Federal Work Authorization Program (“FWAP”). The affidavit shall also provide that the Responder does not knowingly employ any person in connection with the contracted services who is an unauthorized alien. Such affidavits must be provided with the Response to this Request for Qualifications.
- Every transient employer must comply with Sections 285.230 through 285.234, RSMo., as amended, when applicable.
- Pursuant to Section 34.600 RSMo., in the event that the contract for the services described in this Request for Qualifications is for \$100,000 or more, and the successful Responder employs ten (10) or more employees, the contract shall include a written certification that the Responder is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.
- In addition to the general requirements listed above, the successful Responder shall comply with all laws, ordinances, regulations, and orders of federal, state, county, and local governing authorities pertaining and applicable to the successful Responder and/or the Library District.

Applicable insurance coverage must be provided by the successful Responder before any work can be started on the Project.

The Library District will make every effort to target Minority/Women Business Enterprises (MBE/WBE) by utilizing the Missouri Minority/Women Business Enterprise Program Directory as a source of identification of potential Responders. The Library District Procurement Policy provides that MBE/WBEs must be certified by the Office of Supplier and Workforce Diversity (OSWD), State of Missouri, and that such entities will be provided an equitable and fair opportunity to submit Responses.

These General Requirements, this Request for Qualifications, and the Response shall be incorporated into the Agreement signed by the parties should the Responder be awarded a contract pursuant to this Request for Qualifications.

SCOPE OF SERVICES

The Library District intends to engage a firm (or firms) with a 3-year contract to provide professional Diversity, Equity, Inclusion, and Belonging (DEIB) Training Services for Library District employees as described herein and as directed by the Board of Trustees and the Director & CEO. DEIB Training Services are to be performed as are generally performed by like professionals as directed by the Library District.

The Library District intends to provide training on DEIB topics to ~600 employees over the course of the 3-year contract and seeks a qualified firm or individual to accomplish the following results:

- Provide nuanced and actionable cultural training for Library District employees;
- Design customized cultural training and education programs as needed by the Library District;
- Teach strategies that support the elimination of barriers to culturalism and inclusiveness to build trust and equity; and
- Offer additional optional training and learning resources for individuals who want to further develop their DEIB knowledge and skills.

It is anticipated that DEIB training needs will recur every year for Library District employees. Some topics will be offered on a recurring basis and others may address other topics as the need arises. **Responses from qualified firms or individuals must include a statement of hourly rates or other compensation method detailing the cost of different types of training based on topic, audience type, and size.** The selected firm shall provide pricing in the executed agreement that will be based on the provided rate.

The information below generally outlines the expected scope of professional Diversity, Equity, Inclusion, and Belonging (DEIB) Training Services to be performed. The work to be performed under any resulting contract will be individually negotiated when the need for services arises and will be authorized for that particular project only. Not every project will require every service or training topic.

1. Training Content

- a. Responders must have their own training content and/or be willing to create and modify content based on the needs of the organization and feedback from Library District employees and administration. This may include customized DEIB training as needed.
- b. Each training session must identify learning objectives designed for the participant to utilize the learning in the workplace.
- c. Training content should provide a framework for addressing discrimination and inclusion issues at the personal, interpersonal, organizational, and cultural levels and teach strategies that support the elimination of barriers to culturalism and inclusiveness to build trust and equity.
- d. Each training session should provide additional optional training and learning resources for individuals who want to further develop their DEIB knowledge and skills.

2. Training Formats

- a. While the primary format of trainings must be synchronous and in-person, additional formats may be used to enhance the in-person training, including:
 - i. Blended learning - combining face-to-face classroom training with e-learning activities to form an integrated instructional approach; and

- ii. Webinar - interactive, web-based video conference, with interactive tools/approaches to engage learners and enhance instruction
- 3. Training Schedule
 - a. Successful Responder will work with the Library District to establish the training schedule during the covered contractual time period.
 - b. Successful Responder must be available to provide training during regular Library District hours (Monday-Thursday, 9:00 a.m. to 8:00 p.m., Friday-Saturday 9:00 a.m. to 5:00 p.m.).
- 4. Training Location
 - a. Onsite, classroom instructor-led training may take place at any of the twenty (20) Library District public branch locations as well as the Lynn Beckwith, Jr. Administrative Building.
- 5. Training Instructor Roles/Responsibilities
 - a. All trainers/instructors must be highly qualified individuals with experience and/or expertise in the subject matter, as well as expertise applying the subject matter in the public sector.
 - b. All trainers/instructors shall demonstrate active listening and facilitation skills, communicate effectively both orally and in writing, and speak effectively before large and small groups. Facilitators should effectively utilize group dynamic skills and techniques.
 - c. All trainers/instructors shall create and administer evaluation methods to assess impact of training sessions. Assessment results must be provided to the Library District.
- 6. Training Materials
 - a. Trainer/instructor must prepare and provide all course materials in both hard copy and digital formats. This includes preparing all participant materials (guides, handouts, exercises, books, aides, etc.). The cost of materials must be included in the total cost of the training session.
 - b. Trainer/instructor shall maintain and update each training syllabus, introduce and follow objectives for each class, and complete the training as described.
- 7. Minimum Training Topics to Cover
 - a. Topics For All Employees (~600 people)
 - i. Conflict Resolution: Provide methods of handling conflict effectively to reach the best outcomes, including having difficult conversations with colleagues and the public
 - ii. Cultural Awareness: Understanding different identities, systems of privilege, and structural oppression
 - iii. Inclusion: Understanding and appreciating the diverse talent of the 21st century, and why inclusion is important to accomplishing the Library District mission.
 - iv. Microaggressions: What they are, why they matter, and what to do if/when they happen
 - v. Additional topics as needed or identified through employee feedback and/or training sessions
 - b. Additional Topics For Assistant Managers, Managers, and Senior Leadership (~80 people)
 - i. Conflict Management: Provide methods of handling & managing conflict effectively from the perspective of a supervisor, including having difficult conversations with direct reports, colleagues, and the public
 - ii. Implicit Bias: Recognizing and actively reducing implicit bias, particularly in recruitment & retention
 - iii. Organizational Culture Management: Identifying and shaping the culture of the organization to align with its mission, strategy, and values

- iv. Additional topics as needed or identified through employee feedback and/or training sessions

RESPONSE REQUIREMENTS

1. REQUIREMENTS

- (a) The Response must arrive no later than 5:00 p.m. C.T. on July 24, 2024. No Response will be accepted after this time and any Response arriving after this time will be returned unopened.
- (b) The Response must be addressed as follows and delivered to the following address:
Jennifer Gibson, Assistant Director, Strategic Initiatives
St. Louis County Library District
1412 S. Spuede Road
St. Louis, Missouri 63131
- (c) The Response must bear the following legend:
Response to Request for Qualifications for Diversity, Equity, Inclusion, and Belonging
(DEIB) Training Services for the St. Louis County Library District
- (d) Responses must be on eight and one-half inch (8 ½”) white paper printed on one side. Sheets containing graphic images may fold out to eleven inches (11”) by seventeen inches (17”). Colored and/or tabbed divider sheets may be used to delineate discrete sections. Each Responder must submit:
- (i) one (1) complete and bound copy of the Response,
 - (ii) one (1) electronic PDF copy on a USB flash drive, and
 - (iii) one (1) “public/press” copy of the Response in which the individual or firm should redact any information which it deems confidential or proprietary.
- (e) Any Responder desiring an explanation or interpretation of the Request for Qualifications must request it in writing no later than 1:00 p.m. C.T. on July 10, 2024, and such requests shall be emailed only to Jennifer Gibson at jgibson@slcl.org. Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a Responder concerning a solicitation will be furnished promptly to all other Responders as an amendment to the Request for Qualifications, if that information is necessary in submitting offers or if the lack of it would be prejudicial to any other prospective Responders.
- (f) If this Request for Qualifications is amended, then all terms and conditions, which are not modified, remain unchanged. Responders shall acknowledge receipt of any amendments to this solicitation by:
- (i) signing and returning the amendment; and
 - (ii) identifying the amendment number and date in the space provided for this purpose.
- The Library District must receive the acknowledgement by the time specified for receipt of Responses. Any amendment or addendum will be posted on the Library’s website at <https://www.slcl.org/bid-opportunities>. Respondent is responsible for checking website prior to submitting a Response.
- (g) No Response shall be withdrawn for a period of 90 days subsequent to the opening of the Responses without prior written consent of the Library District.

- (h) The Library District is not liable for any cost incurred by the Responder prior to issuance of a legally executed contract by the Library District.

2. COVER LETTER. Each Response must include a **COVER LETTER** which must indicate that the signer is authorized to bind the Responder contractually and must identify the title or position of the signer. The letter shall also contain the following:

- (a) The name of the Responder, and address and telephone number.
- (b) The name of the individual within the Responder, who will be the primary contact concerning this engagement.
- (c) A statement that the Responder is willing and able to perform services required for a successful engagement; the Responder has read and understands the Request for Qualifications; and the Response is made in accordance with the Request for Qualifications and is based upon the specifications by this Request for Qualifications.
- (d) Copies of all license(s) from applicable governing authority to do business at each Library District location and certificate of good standing for the State of Missouri, as applicable.
- (e) Documentation and sworn affidavit with respect to employees working in connection with the Project, affirming enrollment in a Federal Work Authorization Program.
- (f) An unsigned submission shall be rejected.

3. RESPONSE CONTENT

Response Content to the Request for Qualifications will be used to measure the qualifications of the firms or individuals responding. The Response shall contain the following information at a minimum:

- (a) Description of Diversity, Equity, Inclusion, and Belonging (DEIB) Training Services
- (b) General Information About the Firm or Individual. Please provide a brief description of the firm or individual.
- (c) Qualifications and Experience. The Response must clearly identify the firm's or individual's qualifications, competence and relevant experience in providing the scope of services for the Project described in this Request for Qualifications.
- (d) Personnel. Please indicate the name, location, telephone number, fax number and email address of the primary contact person for the firm or individual. Identify the individuals proposed to serve the Library District, specify their capacity and roles, and include a brief resume for each. If the firm is selected to give an oral presentation, only those individuals listed will be invited to participate.

- (e) References. Responses should include the name, title, organization, telephone number and email address for at least three (3) but no more than five (5) references from similar-sized contracts pursuant to which your firm or individual has provided similar services within the last five (5) years.
- (f) Conflict of Interest. If your firm believes that a conflict of interest may arise, describe the nature of the conflict and the proposed resolution of the conflict. Further, please describe whether the firm or any of its employees has any interests or relationships which might conflict with or compromise the expectations of the Library District in providing the services set forth in this Request for Qualifications.
- (g) Financial Interest. Please disclose any professional or personal financial interest which could be a possible conflict of interest in representing the Library District.
- (h) Other Factors. Discuss any other factors which your firm believes should be considered by the Library District.

4. FEES

IN A SEPARATE SEALED ENVELOPE, provide the fee proposal for the services described in this Request for Qualifications to be provided by the firm or individual.

SELECTION PROCEDURES

1. Responses will be reviewed by a Selection Committee composed of representatives of the Library District named by the Director & CEO. The Responses will be used to measure the qualifications of firms or individuals responding and to measure the Responders' understanding of the scope of services required for the Project in accordance with the Evaluation Factors. The Selection Committee will make a recommendation to the Director who will make a recommendation to the Board of Trustees.
2. Upon receipt of the Response, the Selection Committee will complete a review of all qualifications to establish responsiveness to this Request for Qualifications according to the submission of the Responders. Discussions may be conducted with responsible Responders who submit Responses determined to be reasonably susceptible of being selected for award for the purpose of clarification to assure full understanding of, and conformance to, the Request for Qualifications requirements. Responders shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of Responses and such revisions may be permitted after submissions and prior to award for the purpose of obtaining best and final offers.
3. Upon establishment of responsiveness, the technical evaluation phase would begin. In this phase, the Selection Committee will review and rank each Response in accordance with the Evaluation Factors set forth herein. After all Responses are evaluated, the sealed fee envelopes will be opened.
4. Selection will be made based on information contained in the Responses and, if required, subsequent interviews to determine the best qualified firm or individual capable of performing the desired services for a fair and reasonable fee.

EVALUATION FACTORS

Responses will be evaluated using the following criteria:

1. The specialized experience and technical competence of the firm or individual with respect to the type of services required.
2. The capacity and capability of the firm to perform the work in question, including specialized services, within the time limitations required.
3. The past experience and record of performance of the firm with respect to factors such as control of costs, quality of work, and ability to meet schedules, with references for comparable work.
4. Insurance required such as professional liability.
5. The firm's proximity to and familiarity with the area in which the Project is located.
5. The fair and reasonable fee for the type of services needed.

AWARD

1. The right is reserved by the Board of Trustees to cancel the Request for Qualifications or reject any and all Responses and to waive formalities when in the best interests of the Library District, and to waive any irregularity or informality contained in any Responses.
2. The Library District reserves the right to split awards and/or make multiple awards and to reject any and all Responses.
3. Subject to the rights reserved by the Library District, an award will be made by the Board of Trustees to the Responder that is the best qualified and capable of performing the desired services for a fair and reasonable fee.
4. Upon the selection of a Responder by the Board of Trustees, the selected Responder will be required to negotiate an agreement that will set forth the terms and conditions of the proposed engagement and compensation determined to be fair and reasonable. If the Library District and the highest ranked Responder fail to reach an agreement, the Library District may negotiate with the next highest ranked Responder for the Project to reach an agreement, unless the Library District determines that it is in the best interest to re-solicit a Request for Qualifications.
5. All Responders will be notified of the Library District's selection as soon as possible.
6. The successful Responders will be issued a Notice of Award. Within 10 business days, such Responder shall provide the following minimum documentation:
 - a. Proof of the appropriate insurance coverage:
 - i. Worker's Compensation & Employers Liability—Statutory Amount (Mandatory)
 - ii. Comprehensive Automobile Liability for vehicles used—\$500,000
 - iii. Comprehensive General Liability—\$1,000,000
 - iv. Professional Liability—\$1,000,000
 - b. Federal Taxpayer Identification Number.
 - c. Evidence that the Responder is authorized to do business in Missouri.
 - d. Evidence that the Responder is a licensed Missouri firm in good standing.