

Municipal Joint Services Board, Lunenburg Region

A Joint Board of



REQUEST FOR QUOTES

RFQ 2019 - 01

PERFORMANCE MANAGEMENT SYSTEM DEVELOPMENT

For the

Municipal Joint Services Board
Municipality of the District of Lunenburg
Town of Bridgewater

Quotes will be evaluated on an on-going basis

Submission to be addressed to:

Ashley Chase, Human Resources Officer
Municipal Joint Services Board
131 North Street, PO Box 209
Bridgewater, NS B4V 2W8
ashley.chase@mjsb.ca

Introduction

The Municipal Joint Services Board (the Board) was incorporated under section 60 of the Municipal Government Act and began operations on April 1, 2013. The objectives of the Board include identifying opportunities for increased sharing of services among the partner municipalities, developing joint service agreements for the Municipality of the District of Lunenburg, the Town of Bridgewater and the Town of Mahone Bay, and to operate the agreed services. Three shared services: Solid Waste Management, Information Technology and Human Resource are administered by the Board to provide cost effective services to the partner municipalities as well as non-partner entities such as the Lunenburg County Lifestyle Centre.

Each participating entity has a mix of technical, management, and front-line staff. The Town of Bridgewater also has unionized staff (CUPE Local 1092 and APA Local 109).

About the HRSS

The Human Resources Shared Services, through the Human Resources Officer, provides professional HR support to the partner units in a variety of areas including recruitment and selection, policy and program development, training and development, labour relations, compensation and benefits planning and programming, organizational design, labour relations and general staffing matters.

Purpose

The Municipal Joint Services Board is seeking quotes and project proposals from qualified individuals and firms on the development and implementation of a comprehensive performance management system for the partners of the Lunenburg Regional Municipal Human Resources Shared Service (HRSS).

Scope

The successful individual or firm will:

- Gain familiarity with Partners' operations, existing programs and policies in order to understand each organization's performance management needs of each organization;
- Research program designs and systems that are appropriate to the industry and incorporate best practices. The system should enable the various departments to maintain an efficient performance evaluation system that is both meaningful and easy to use and provides employees and supervisors/managers with a useful feedback on performance, employee development, and the attainment of goals as applicable;

- Consult with various stakeholders including CAO's, Senior Managers, Union Representatives to understand stakeholder needs;
- Recommend a common program that can be adopted by all partners;
- Develop appropriate forms, manuals, policies and program documents (electronic and hard copy);
- A complete approach to the implementation of the Performance Management System; and
- Deliver training on use of the program and general skills building.

Project Deliverables

- Written recommendation and rationale document for selected program which will be reviewed and approved by CAO's and senior leadership;
- Development of appropriate forms and other documentation. Forms should include both electronic and hard-copy options to allow for maximum user flexibility;
- Separate forms and/or processes for front-line and management staff;
- Policy review and recommendation(s) for amendments as applicable;
- Training for management and supervisory staff on:
 - Applicable employment/labour law
 - Orientation on effective use of forms and the evaluation processes; and
- Communications plan for implementation and staff notification.

Project Submission Details

Written proposals should contain a minimum of (not limited to):

- Detailed description of individual/firm qualifications and experience including references (and/or credential of the person assigned to the project);
- Approach to the development of the Performance Management System project;
- Workplan and timeline (see Appendix A for format); and
- Detailed cost estimate (including total project, hourly, travel, and miscellaneous expenses).

Proposal Evaluation Criteria

Evaluation Criteria	Points Assigned	Scoring
Firm/individual experience and qualifications:	20	
Experience in a Municipal Environment and Operations		
Year of experience in Performance Management Area		
Performance Evaluation development and form/template designed	30	
Work plan design and timeline		
Approach to implementation and training		
References	10	
Technical Score	60	
Estimate Cost		
Performance Evaluation development and Form design		
Estimate Training and follow up		
Other costs (i.e. reimbursable per diem)		
Total Project Cost	40	
Total Points/Score	100	

**Appendix A
Work Plan, Timeline & Cost Estimate**

Timeline (Date Range)	Task Description	Estimate No. of Hours	Cost/Hour	Amount
			Total	