REQUEST FOR PROPOSALS
RFP-MCC-2517

Review of Development and Planning Department

MUNICIPALITY OF THE COUNTY OF CUMBERLAND
UPPER NAPPAN SERVICE CENTRE
1395 BLAIR LAKE ROAD
AMHERST N.S B4H 3Y4

November 24th, 2025

CLOSING: December 19th, 2025
2:00 PM AST

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1.0 INTRODUCTION

1.1 GENERAL REQUIREMENTS

The Municipality is seeking proposals from qualified professionals to review and assess its development review and approval process.

The Municipality is dedicated to continuous improvement, striving to make the development review process efficient, effective, predictable, and transparent for both applicants and stakeholders, while ensuring staff accountability in their roles. This review process is essential for supporting the municipality's development and growth.

The aim of the review is to identify systemic challenges and issues affecting the efficiency, consistency, transparency, timeliness, and outcomes of the development review process. The review will provide recommendations to address these gaps, thereby enhancing the overall effectiveness of the process.

1.2 PURPOSE

To conduct a comprehensive review of the Development and Planning Department to assess efficiency, transparency, compliance with Nova Scotia municipal standards, and alignment with best practices. The review will identify opportunities for improvement in workflows, technology use, service delivery, and stakeholder engagement.

1.3 CLARIFICATION AND ADDENDA

Notify the Municipality not less than three (3) working days before Proposal closing of omissions, errors or ambiguities found in this document. If it is considered that correction, explanation or interpretation is necessary; a written addendum will be issued. All Addenda become part of the Proposal documents.

Additional information, clarifications or instructions provided to a Proponent that may, in the opinion of the Municipality, be of general interest and any other information or instructions that the Municipality may deem to be appropriate in the circumstances may be incorporated in an Addendum to the Proposal that will be distributed to all Proponents.

Direct all Proposal questions and queries to:

Contact: Shelby Hum
Email: shelbyhum@cumberlandcounty.ns.ca

It is the responsibility of the Proponent to ensure all addenda have been received. Addenda will be posted on the Municipality website at www.cumberlandcounty.ns.ca. The Municipality will not bear any responsibility for the failure of potential Proponents to obtain all documents before submitting a proposal.

2.0 SCOPE OF WORK

The review will include:

2.1 PROCESSESS AND WORKFLOWS

- Development approvals, subdivision control, zoning and land-use bylaw administration.
- Building and development permitting, inspection scheduling, and compliance enforcement.
- Internal staff workflows and interdepartmental coordination including how assignment of building officials and inspection files are administered.
- Timelines, service standards, and consistency with provincial requirements (e.g., Municipal Government Act, NS Building Code Regulations).

2.2 USE OF TECHNOLOGY

- Permitting and licensing software systems.
- Online submission portals and digital plan review capacity.
- Whether any aspect of the inspection process can be performed remotely
- GIS, asset management integration, and data sharing.
- Customer service and tracking systems (applications, inspections, complaints).

2.3 BEST PRACTICES AND BENCHMARKING

- Comparative analysis with other Nova Scotia municipalities (regional and rural).
- Adoption of service delivery standards (e-permitting, citizen access, performance dashboards).

2.4 STAKEHOLDER EXPERIENCE

- Provide recommendations to improve the customer experience for applicants throughout the development process.
- Transparency and communication practices.

3.0 METHOLODGY

- Document review (bylaws, policies, procedures, council minutes).
- Workflow mapping of permitting and planning processes.
- Interviews with staff, council, and external stakeholders.
- Survey of recent applicants for development and building permits, rezoning and subdivision approvals
- Technology assessment (capabilities, integration, gaps).
- Benchmarking against Nova Scotia and national municipal best practices.
- Gap analysis and recommendations.

4.0 DELIVERABLES

- Interim Report: Findings on current state of processes, technology, and service levels.
- Final Report:
    - Strengths and weaknesses.
    - Recommended changes to workflows, staffing, and governance.
    - Technology enhancements.
    - Recommendations for staff development to ensure that employees are well-prepared to manage the development review process effectively.
    - Implementation roadmap with priorities, costs, and timelines.

5.0 GOVERANCE

- Oversight by Chief Administrative Officer.
- Interim report to CAO.

6.0 TIMELINE

- Project initiation: January 14, 2026
- Interim report: February 20, 2026
- Final report: March 15, 2026

7.0 PROPOSALS

7.1 PROPOSAL CLOSING

Proposals must be received at the Upper Nappan Service Centre no later than **December 19, 2025, at 2:00 P.M. ATLANTIC TIME.**

Late proposals will not be accepted and will be returned unopened.

7.2 PROPOSAL OPENING

Proposals will not be opened in public. The successful Proponent will be advised following acceptance.

7.3 PROPOSAL SUBMISSION

The following is to be used in the preparation and submission of a proposal for **"Review of Development and Planning Department":**

1. Proposals MUST include the following:

a. Total fee for executing this work, including travel and disbursements
b. Anticipated hours: The anticipated hours to complete the scope
c. Proposal overview: A brief overview of how you would propose to execute the required work.
d. Background and experience: A brief summary of your background and experience in similar process reviews.

2. Completed vendor proposals and other correspondence should be submitted to:

MUNICIPALITY OF CUMBERLAND
UPPER NAPPAN SERVICE CENTRE
1395 BLAIR LAKE ROAD
UPPER NAPPAN, NS
B4H 3Y4

ATTENTION: Greg Herrett, CPA, CA
Chief Administrative Officer

Any proposals submitted by fax or telephone will not be accepted under any circumstances.

2. Proposals may be submitted in a sealed envelope clearly marked **"Review of Development & Planning Department"**

3. Please provide **two (2) hard copies** and **one (1) PDF electronic copy** of your proposal.

4. Proposals may be submitted electronically, in a PDF document, to the below email. It is the responsibility of the vendor to confirm receipt of their proposal by the Municipality. This email address is for document submission only.

procurement@cumberlandcounty.ns.ca

The vendor agrees that the electronic signatures of the vendor on this document is intended to have the same force and effective as manual/original signatures. Delivery of an executed copy of a proposal by electronic means permitted in this request for proposals constitutes valid and effective delivery.

7.4 PROPOSAL ACCEPTANCE

The Municipality reserves the right to reject any or all proposals. The Municipality reserves the right to accept a proposal that is not the lowest price or to accept any proposal which it may consider to be in its best interests. The Municipality reserves the right to waive formality, informality, or technicality with the acceptance of proposals for this work. Any proposal not supported by the information requested in this RFP may be rejected. The Municipality reserves the right to negotiate with any Proponent who has submitted a proposal as deemed in the best interest of the Municipality. The Consultant whose proposal is accepted by the Municipality is hereafter referred to as the "Successful Consultant".

7.5 EVALUATION OF PROPOSAL

Selection of the successful Proponent will be based on the following point system. Each Proposal received will be evaluated and scored using the scoring system below. The highest score will be the preferred Proposal.

Criteria	Score	Weighting	Weighted Score
Overall Quality of the Proposal	___/10	20%	
Experience and Qualifications	___/10	10%	
Timeline	___/10	10%	
Consultant Understanding of Requirements as Evidenced in the Proposal	___/10	10%	
Cost	___/10	50%	
TOTAL			

7.6 PROPOSAL FORM

See attached.

Proponent agrees to deliver within _____ weeks of written notification of award.

Addenda No. ___ to ___ inclusive were carefully examined.

SIGNATURES DATED THIS _____ DAY OF _____, 2025.

[Seal]

Name of Firm Proposing	Signature of Signing Officer
	Name and Title of Signing Officer (Printed)
Witness	Name and Title (Printed)
Witness	Name and Title (Printed)
Company Address	Telephone No.
	E-mail

**NOTE: *Proposals submitted by or on behalf of any Corporation must be signed and sealed in the name of such Corporation by a duly authorized officer or agent.*