

# **Request for Proposals**

## **Strategic Planning Consultant Services**

*September 3, 2019*



### **Objective:**

Meridian Library District seeks a consultant to develop a comprehensive 5-year strategic plan for the library that will give clear guidance on district priorities through a time of significant change.

### **Background:**

Meridian Library District is in the midst of significant change with more on the horizon. With a levy funding measure passing, the library has a need for a completely new strategic plan which will guide the staff operations and priorities through the next 5-years of growth and change. The Library is currently operating at or beyond capacity, and clearly identified priorities will help the decision making and commitments the library will make as well as provide a course of direction for the uncertainty of the future with new branches coming online and renovations to existing buildings. The library is embarking on an organizational restructuring that can be adjusted to align with a new strategic plan and is open to having a Diversity Plan be incorporated into the strategic plan or alongside it.

The first of four planned building projects are currently underway with an anticipated opening in the summer of 2020 (unBound). The second branch is planned to open in the fall of 2021. The remaining main library renovation and new branch construction are to follow planned for completion by 2026. The library's new fiscal year starts October 1, 2019. MLD can be flexible and looks to the consultant to recommend a project timeline with those details in mind.

Proposals must be received via email before 5:00 pm on September 30, 2019. Proposals should be addressed to Gretchen Caserotti, Library Director, Meridian Library District and emailed to [director@mld.org](mailto:director@mld.org)

### **Scope of Work:**

MLD is seeking an experienced, professional facilitator to perform the following:

1. Facilitate the strategic planning process using a methodology effective for public libraries.

2. Gather data through community research that focuses on library users, non-users, and stakeholders—including library board and staff—to identify library needs. Please include suggestions for handling research in your proposal.
3. Facilitate planning meetings and input sessions (public, board, and staff sessions).
4. Identify service priorities, goals, objectives, and activities through a period of significant growth and stretched resources.
5. Write and present the strategic plan that will be communicated to the library's stakeholders. The final deliverable shall include:
  - a. An up-to-date community profile and identification of community markets.
  - b. An assessment of the library's environment, including an evaluation of strengths and weaknesses, quality of services, etc.
  - c. Specification of the mission and core values of the organization.
  - d. Clearly defined priorities, goals, and objectives and the measurements for success to which the library will hold itself accountable, including a recommendation for periodic review and evaluation.
  - e. Customer Service, accessibility, and Inclusion are critical elements of our services and should be incorporated and reflected in the final plan.

All raw and summary data is to be delivered to MLD at the conclusion of the planning process.

**RFP Standards and Selection Criteria:**

1. MLD reserves the right to cancel the award of the contract any time before the execution of the contract by both parties. The responding consultants bear sole risk and responsibility for costs incurred in the preparation of the proposal.
2. MLD reserves the right to ask for clarification in the proposal if the need arises, and to select a planning consultant based directly on the proposal or to negotiate further with one or more respondents.
3. MLD reserves the right to reject any or all responses to this RFP.
4. The proposal will be evaluated by MLD leadership and members of the Board of Trustees and will include the following criteria:
5. Responsiveness of the written proposal to the purpose and scope of the project.
6. Demonstrated knowledge, skills, and experience in conducting strategic planning projects for public libraries. Please include examples of prior/previous work.
  - a. Methodology and timeline for carrying out tasks in the scope of the work.
  - b. Methodology for obtaining staff & community input.

- c. Cost to complete the process including the number of site visits and related costs.
- d. Ability to meet deadlines in strategic and library planning; satisfactory performance record (references).

**RFP and Planning Process Timeline:**

1. Proposals must be received via email before 5:00 pm on September 30, 2019.
2. All questions must be submitted via email to [director@mld.org](mailto:director@mld.org) and received no later than September 23, 2019.
3. MLD All Staff Day is scheduled for February 17, 2020. The consultant may use this day to communicate or work with staff.
4. A draft report/plan and executive summary are to be submitted to the Library Director three (3) weeks in advance of the final deliverable date (to be specified in the proposed timeline).
5. The strategic planning process will be completed no later than May 31, 2019.

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