

HARNETT COUNTY LIBRARY SYSTEM



REQUEST FOR PROPOSAL

LIBRARY STRATEGIC PLAN 2024-29

Proposals Due November 1, 2023 no later 4:00 pm.

**Submit Proposals to:
Harnett County Finance
Attn: Renea Warren-Ford
Procurement Specialist
455 McKinney Parkway, Lillington, NC 27546**

**Submit via UPS, FedEx or in person
Include Bid No. LB-11012023 on the outside of a sealed envelope.**

455 McKinney Parkway

Lillington, North Carolina 27546

Objective

Harnett County Library System is seeking proposals for a qualified, knowledgeable and experienced consulting firm or individual to conduct and facilitate a strategic planning process that will guide the future direction of our library system. The selected consultant will work cooperatively with library staff, HCPL Board of Trustees, and community stakeholders to create a 5-year plan that is both visionary and practical. The purpose of the strategic plan is to provide a clear and structured framework for guiding the library's future development and operations. The plan will serve as a roadmap that will help the library achieve its mission of providing accessible and valuable resources and services while responding to the evolving needs of the Harnett County community.

Background

- Harnett County is located in Central North Carolina between Raleigh and Fayetteville. There are five (5) municipalities located in the County. The County includes 601 square miles of which 561 square miles is considered to be rural/non-urban. and a population of approximately 143,573.
- Harnett County's population is approximately 143,573. The county is experiencing rapid growth. From 2010 to 2020 there was a 16.5% increase in population. Much of this growth has been outside of the incorporated towns, which make up approximately 20% of the county population. The County's proximity to Raleigh and the Fayetteville area and the Highway 87 & I-95 corridors make Harnett County a desired location for residents, businesses, and industry.
- The Harnett County Public Library System (HCPL) is a County library system comprised of a Main Library and 6 branches. A 7th branch is expected to open in Western Harnett County in January 2024.
- Construction of the new Main Library was completed in 2021. The new 20,000 square foot building provides expanded resources, up-to-date technology, meeting spaces, Makerspaces, local history room, and study areas.
- Prior to August 2022, the Harnett County Library system consisted of the Main Library, a small branch library operated out of Anderson Creek Primary School, and the Boone Trail Recreation Center & Library, a space shared with Harnett County Parks & Recreation. Public libraries in Angier, Coats, Dunn, and Erwin were affiliated with the Harnett County Library but were funded and operated by their respective municipal governments. Funding, support, hours of operation, and staffing were inadequate and unsustainable in some affiliate library locations resulting in inconsistent library experiences for Harnett County citizens. On August 1st, 2022 Harnett County government entered into an agreement with the Towns of Angier, Coats, and Erwin allowing the County to take ownership and responsibility of all library operations. On September 1, 2023 The City of Dunn followed suit creating a fully consolidated library system in Harnett County. Since consolidation, the County has fortified library branch budgets allowing them to increase the number of staff members, extend hours of operation, offer more programming and services, and improve the quality and size of library collections.
- The Harnett County Library System is a member of NC Cardinal, a consortium of 52 North Carolina public library systems that share an online catalog, integrated library system, and library resources.
- In FY 2023, the Harnett County Public Library system added 7762 new patrons, an increase of 44% from the previous year. The library was open 12,982 hours and welcomed 175,838 visitors from July 1, 2022-June 30, 2023. The total number of items circulated in 2023 was 282,280, an

increase of 18% from 2022.

- The Harnett County Library System has 38.26 Full-Time Equivalent (FTE) employees, of which 24 are full-time employees and 23 part-time employees.
- Plans are currently underway to open the doors of a public library in a rural, unincorporated area of western Harnett County in January 2024. The Benhaven Public Library will be located on the former Benhaven Elementary School campus which was vacated when a newly constructed elementary school opened in August of 2018. In addition to the public library, the former school campus will accommodate Harnett County School's Early College, Harnett County Parks and Recreation, a satellite office for Harnett County Department of Social Services and Veterans Services, and a playgroup site location for Harnett County Partnership for Children.

Scope of Work

The Harnett County Public Library System is seeking an experienced consultant(s) to perform the following:

- Facilitate the strategic planning process using a methodology effective for public libraries.
- Examine the Harnett County community's demographics and growth patterns.
- Leverage existing library data; research and gather additional data required to provide statistically relevant information for developing the plan.
- Engage library users, non-users, stakeholders, and community partners to identify community wants, priorities, and aspirations.
- Facilitate planning meetings and input sessions.
- Review the current Mission and Vision statements and facilitate revisions.
- Identify service priorities, needs, objectives, and activities associated with future public library trends and technologies.
- Work closely with designated staff on tasks related to the strategic planning process.
- Present a draft for review and feedback before presenting a final report.
- Write and present a Strategic Plan document that will be communicated to the library's stakeholders, elected officials, Board of Trustees, and staff that includes the following:
 - Executive Summary with key findings
 - Current community profile, including market and demographic analysis
 - Assessment of the library's environment and organizational capacity to execute the strategy
 - Clearly and concisely defined strategic priorities that are measurable and attainable for which the library will hold itself accountable.
 - Opportunities for collaboration and partnerships.
 - Specifications or template for a regular review and evaluation process.
- Deliver all raw and summary data to Harnett County Library Administration at the conclusion of the planning process.

Proposal Content Requirements

Proposals should contain the following:

- Cover letter providing Consultant name, address, telephone number, and email of principal contact person. Include a brief description of Consultant- whether individual or firm.
- Executive summary of the proposal, not to exceed two (2) pages in length.
- Document outlining the qualifications of the Consultant including the Consultant's history, capabilities, and relevant experience.

- Description of the project team, listing key personnel and a description of the role they will perform on the project. If the Consultant plans to contract with a third party vendor for any portion of the project, identify the vendor and provide contact and reference information. Exclusions or exceptions. Note any parts of the proposal that are beyond the expertise of the Consultant and would be delegated or contracted to others.
- Work plan which includes a description of the methodology, tasks, timeline, and estimated total amount of time that would be spent on the project.
- Schedule of costs that includes consulting, supplies, number of onsite visits, travel expenses per trip, and other costs associated with the planning process. Costs for data gathering and analysis should be listed separately.
- List of at least three (3) references for which the Consultant has provided similar services. Include contact names, phone numbers, and email addresses for each reference. Public library references are preferred.
- Each proposal may contain:
 - Sample materials, such as strategic planning documents
 - Any additional documentation or information that the Consultant deems necessary to assist the LPL in the selection process

Submission Requirements

The Consultant is expected to enter into an agreement with the County of Harnett, and to provide proper insurance documentation, references, execution of proposal sheet, and employee eligibility.

Submission Schedule

Proposals are due to the Library Director and the County's Purchasing Specialist by 4:00pm November 1. The County may invite one or more selected firms to a presentation and interview before staff and/or other elected or appointed officials prior to final selection. It is anticipated that a final selection and Notice to Proceed will be issued on or around November 17, 2023.

Contact Information

For questions or to submit a proposal, please contact Renea Warren-Ford at purchasing.support@harnett.org and include Library Strategic Plan in the subject line. Budget parameters will not be discussed with any prospective consultant.

Submit

Send one (1) electronic copy via email in PDF format to purchasing.support@harnett.org and submit (1) paper copy via **FedEx, UPS or hand deliver labeled with firm name and Library Strategic Plan**

Harnett County Resource Center and Library
Attn: Renea Warren-Ford
Procurement Specialist
455 McKinney Parkway
Lillington, NC 27546

Conditions and Limitations

Equal Employment Opportunity

All firms will be required to follow Federal Equal Employment Opportunity (EEO) policies. Harnett County will affirmatively assure that on any project constructed pursuant to this advertisement, equal employment opportunity will be offered to all persons without regard to race, color, creed, religion, natural origin, sex, and marital status, status with regard to public assistance, membership or activity in a local commission, disability, sexual orientation, or age.

Minority and Small Business Participation Plan

It is the policy of Harnett County that Minority and Women Owned Businesses (MBEs) and other small businesses shall have the opportunity to compete fairly in contracts financed in whole or in part with public funds. Consistent with this policy, Harnett County will not allow any person or business to be excluded from participation in, denied the benefits of, or otherwise be discriminated against in connection with the award and performance of any contract because of sex, race, religion, or national origin. Proposals will be evaluated based on the following factors by an evaluation team consisting of County management personnel. The award made to the firm whose proposal has been determined to be most advantageous to the County.

The County reserves the right to reject any proposal. The County may or may not award this contract solely on the cost submitted as part of the proposal. Any cost incurred by respondents in preparing or submitting a proposal shall be the respondent's sole responsibility.

End of RFP Harnett County Public Library Strategic Plan

REFERENCES

1. Agency or Firm Name: _____
Business Address: _____
Contact Person: _____
Telephone Number: _____

2. Agency or Firm Name: _____
Business Address: _____
Contact Person: _____
Telephone Number: _____

3. Agency or Firm Name: _____
Business Address: _____
Contact Person: _____
Telephone Number: _____

4. Agency or Firm Name: _____
Business Address: _____
Contact Person: _____
Telephone Number: _____

5. Agency or Firm Name: _____
Business Address: _____
Contact Person: _____
Telephone Number: _____

EXECUTION OF PROPOSAL PAGE

Library Strategic Plan

Date: _____

By submitting this proposal, the Vendor/Contractor certifies the following:

An authorized representative of the Vendor/Contractor has signed this proposal.

It can obtain insurance certificates as required within 10 calendar days after notice of award.

The Vendor/Contractor has determined the cost and availability of all equipment, materials and supplies associated with performing the services outlined herein.

All labor costs, direct and indirect, have been determined and included in the proposed cost.

If required, the Vendor/Contractor has attended the pre-proposal conference and is aware of the prevailing conditions associated with performing this contract.

The Vendor/Contractor agrees to complete the scope of work for this project with no exceptions.

Therefore, in compliance with the foregoing Request for Proposal, and subject to all terms and conditions thereof, the undersigned offers and agrees, if this proposal is accepted within (60) days from the date of the opening, to furnish the services for the prices quoted.

Vendor: _____

Mailing Address: _____

City, State, Zip Code: _____

Telephone Number: _____

Principal Place of Business if
different from above _____

Title: _____

By _____

(Type or Print Name)

(Signature)