



The City Library

THE SALT LAKE CITY PUBLIC LIBRARY SYSTEM

Request for Proposal Strategic Visioning and Roadmap Salt Lake City Public Library

Introduction & Background

The Salt Lake City Public Library seeks a qualified consultant knowledgeable in Service Design to assist the Library in a Strategic Visioning process. The consultant will work with the Director, Deputy Director, and the Strategic Roadmap Team to develop a Strategic Vision and Roadmap for the Salt Lake City Public Library in order to more effectively serve the Salt Lake City community in a dynamically evolving library environment.

The goal of this Strategic Visioning process is to guide the organization in developing habits and strategies that will allow The City Library to be a nimble, flexible, and synergistic organization with the ability to continually assess and respond to community needs with relevant, outcome-based services. The City Library seeks a consultant who engages in a collaborative, interactive process and has experience in both service design training and public library strategic planning and design for the 21st Century Library.

The Salt Lake City Public Library is an urban library serving an estimated population of 190,000 residents and is comprised of a Main Library and seven community branches. In the year 2015 the Library received the distinct honor of being Utah's only Five Star Library as acknowledged by the *Library Journal* Index of Public Library Service. The residents of Salt Lake City are enthusiastic users of their public library and our goal is to offer welcoming and comfortable spaces with relevant services and collections centered on the principles of the user-centered design thinking model.

Main Library 210 E 400 S, SLC, UT 84111 801-524-8200

Anderson-Foothill Branch 1135 S 2100 E, SLC, UT 84108 801-594-8611

Chapman Branch 577 S 900 W, SLC, UT 84104 801-594-8623

Day-Riverside Branch 1575 W 1000 N, SLC, UT 84116 801-594-8632

Glendale Branch 1375 South Concord, SLC, UT 84104 801-594-8660

Marmalade Branch 280 W 500 N, SLC, UT 84103 801-594-8680

Sprague Branch 2131 S 1100 E, SLC, UT 84106 801-594-8640

Sweet Branch 455 F Street, SLC, UT 84103 801-594-8651

Scope of Work

Specific tasks and responsibilities for each phase are described below. The timeline is suggested and may be modified based on recommendations from the hired consultant.

Phase 1: Information Gathering, Planning, and Outreach ***May–June 2017***

The purpose of this phase will be to define and initiate the Strategic Roadmap process and timeline, constitute working groups, and identify specific needs in the community, the strategic goals of the The City Library, and to engage in research and observation to establish a foundation for the subsequent phases.

Phase II: Develop Strategic Priorities ***June–July 2017***

The Consultant will work with the Library and community stakeholders to identify community aspirations, strategic areas of focus, and potential service strategies.

Phase III: Applying Service Design to the Strategic Priorities ***August–October 2017***

The consultant will help staff build knowledge and capacity for applying service design methodologies to align organizational resources, processes, and service models with desired outcomes for patrons and community.

Phase IV: Create the Strategic Roadmap and a Toolkit ***October–November 2017***

The consultant will synthesize findings into two final deliverables:

- A Strategic Roadmap that lays out our strategic priorities and intended outcomes for the community.
- A toolkit to guide staff in the ongoing application of design thinking in the implementation of the Strategic Roadmap.

The Consultant will present the Strategic Roadmap to the Salt Lake City Public Library Board of Directors no later than the December Board meeting.

Timeline

RFP Released: April 10, 2017

RFP Responses Due: Friday, April 21, 2017, 5:00pm MDT

Proposed Timetable

Review of proposals: April 24–28, 2017

Interviews (if necessary): May 1–4, 2017

Selection of final consultant: Monday, May 8, 2017

Final deliverables due: Thursday, November 30, 2017

Questions

All questions for clarification of any section of this RFP must be submitted via e-mail to Peter Bromberg (pbromberg@slcpl.org) by Friday, April 14, 2017, 5:00pm MDT. A written response to questions will be sent via e-mail to all offerors who submit questions and will also be posted to The City Library's website at www.slcpl.org/rfp. The responses will be available by 5:00pm MDT on Monday, April 17, 2017.

PROPOSAL CONTENTS

General Qualifications

A statement of the firm's experience and qualifications to meet the requirements of The City Library as outlined herein. Include a general overview and history of your company, number of years in the business, number of employees, corporate headquarters location, and type of business.

Detail your firm's experience in providing the services requested herein for similar customers of similar size with dates of performance and/or completion, customer name, contact person, and telephone number(s). By providing such references you agree that neither The City Library nor the clients referenced shall have any liability regarding the provision of such references or The City Library's use of such references in making selections under this request for proposals.

Description of Firm's Methodology

Detail the firm's proposed approach to the work outlined herein. Include a description of how the firm will research and observe existing workflows and practices, how the firm measures efficiencies, and its approach to working with staff and soliciting input from the community.

Proposed Project Plan

Detail the firm's proposed project plan aligned with the firm's approach to the required work. Include a description of how the firm will approach the project and gather information to develop the designs including onsite visits, research, staff interviews, community input, and observations periods.

Provide a commitment to complete all work, including detailed cost estimates, and final deliverables by Thursday, November 30, 2017.

Cost Summary

Detail the firm's proposed project fees, including travel estimates. Separate estimated costs for observing and providing recommendations for optionally implementing a strategic plan in a public library environment.

Proposal Submissions

To be considered, all proposals must include:

1. Proposal Response Cover sheet. The form must be signed by a company representative authorized to bind the offeror contractually.
2. A narrative proposal including the required information as outlined in the Proposal Contact section above.

Proposals will be submitted electronically by Friday, April 21, 2017, by 5:00pm MDT to Deborah Ehrman at dehrman@slcpl.org. Submitters will be notified when their proposal has been received.

Terms and Conditions

1. The City Library reserves the right to request clarification of information submitted and investigate the ability of the executive search firm to meet the required needs. The firm shall furnish to The City Library all such information and data for this purpose as may be requested.
2. The City Library reserves the right to award any contract to the next most qualified firm if the successful firm does not execute a signed written agreement within a reasonable amount of time.
3. The City Library reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFP.
4. The City Library shall not be responsible for any costs incurred by the firm in preparing, submitting, or presenting its response to this RFP.
5. The Salt Lake City Public Library is an "Equal Opportunity Employer."
6. The City Library reserves the right to reject any and all proposals and waive any informality to the extent it is lawful and in the best interest of the Library. To the extent permitted by law, the Library reserves the right to negotiate with qualified firms as to compensation and terms.

Selection Criteria

The City Library will evaluate proposals and select a consultant based on the following criteria:

1. Responsiveness of the written proposal to the purpose and scope of the project;
2. Reputation and professional qualifications of the specific individual(s) assigned to complete the project, particularly in the strategic planning and public process;
3. Relevance of similar work experience;
4. Methodology and work plan to accomplish the purpose and scope of the project;
5. Ability to meet the schedule requirements; and
6. Fee proposal.

Award Announcement

Even after an offeror is selected for award, no information regarding the proposals will be made public until contract negotiations have been completed and formal contract has been awarded.