REQUEST FOR PROPOSALS
Charter Township of Commerce, Michigan

STRATEGIC PLAN CONSULTANT FOR THE
COMMERCETOWNSHIPCOMMUNITYLIBRARY

Date issued: 6/6/2023

Proposals due: 7/10/2023

Issued by: Charter Township of Commerce
2009 Township Drive
Commerce Township, MI 48390
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OVERVIEW AND BACKGROUND

Overview
The Charter Township of Commerce (“Township”) is seeking consultant services to assist the Library Advisory Board, staff, and community in developing a comprehensive strategic plan for the Commerce Township Community Library (“CTCL”). The plan will include goals, measurable objectives, and proposed activities to meet community needs for the next five years with respect to future trends and technologies. It will also identify funding needs to respond to service demands.

Strategic plan objectives:
- Ensure that programming and facilities offered by the CTCL are meeting the needs of all Township residents.
- Ensure that library services and resources are in line with user needs and expectations.
- Ensure long-term financial viability.
- Enhance user experience online and in person.
- Boost visibility, awareness and patronage among residents.
- Become better recognized as a community partner organization.
- Create a vibrant workplace that continues to attract and retain talented, creative and service-oriented employees.
- Create a strategic plan that outlines service goals which stakeholders support and are aware of, and which residents desire.
- Utilize portions of the plan to inform future branding strategies for the CTCL.
- Develop recommendations for training to increase skills and effectiveness of CTCL staff.
- Identify opportunities for development of strategic partnerships.

Background
The Commerce Township Board of Trustees adopted a resolution on February 23, 2005 establishing the Township Library for the use and benefit of the residents of the Township and the general public.

Established as Charter Township Library (The Charter Township Act, 1947 PA 359, Section 13a, MCL 42.13a), the CTCL has a seven-member advisory board appointed by the Township Supervisor and confirmed by the Township Board of Trustees.

In January, 2017 Commerce Township Community Library moved to its current location: a new, 35,000 square foot building. The CTCL sits on the northwest corner of Commerce Township’s Dodge Park 5, a recreational gem that includes: soccer fields, pavilions, wooded paths, and Scarlet’s Playground, a barrier-free, all-inclusive play area.

Commerce Township Community Library employs 13 full-time and 16 part-time employees.
The population served has grown in the past ten years from 40,186 to 43,058. In 2022, the circulation was 266,547 physical items and 74,032 digital items via Overdrive, Hoopla, Freegal and Kanopy.

The CTCL is open 62 hours per week.

CTCL is a member of The Library Network cooperative and participates in MeLCat, Michigan’s statewide interlibrary loan system. The CTCL uses The Library Corporation’s CARL integrated library system. The CTCL has Wi-Fi and 24 public internet stations that are managed by time management and printing software.

**SCOPE OF SERVICES**

Commerce Township Community Library seeks a qualified, professional consultant to perform the following:

- Facilitate the strategic planning process using a methodology effective for public libraries.
- Gather data through community research that focuses on library users, non-users, and stakeholders to identify needs over the next five years (2024 – 2028)
- Facilitate planning meetings and public input sessions.
- Identify service priorities, goals, objectives, and activities.
- Identify gaps where current library operation is insufficient to meet those service priorities.
- Evaluate how the CTCL can more effectively leverage the use of technology for both employees and patrons
- Make recommendations on how CTCL can more effectively serve patrons who have physical, visual or emotional impairments.
- Keep the process as cost-effective as possible, using CTCL staff and volunteers to collect and compile data as appropriate.
- Write and present the strategic plan that will be communicated to CTCL stakeholders.

The proposed strategic plan should include:

- An up-to-date community profile and identification of community markets.
- An assessment of the CTCL’s environment, including evaluation of strengths and weaknesses, quality of services, reputation, management, budget, etc.
- Peer comparisons to other libraries of similar size and service population in the areas of program, services, finances, resources, space, etc.
- A review of current trends in library service and technology and an analysis of user expectations regarding those trends.
- Specification of guiding principles or core values of the organization with clearly defined meaningful, measurable priorities, goals and objectives for which the CTCL will hold itself accountable.
- Recommendations for improvements to services, collections, technology, marketing, branding, staffing and facility configuration.
- Methods for keeping the process and participants focused and on-task, ensuring
that the hard questions are asked, addressed and resolved.

- Specification of a built-in process for staff and the Library Advisory Board to regularly review, evaluate and adjust the plan resulting from changes in the economic, demographic or political climate.
- Recommendations for establishment of a mechanism for regular evaluation of patron needs, concerns, and satisfaction with service.

A draft report/plan and executive summary are to be submitted to the Library Director within 120 days of the notice to proceed being issued. The consultant shall provide one unbound original, along with eight (8) paper copies and an electronic copy of the draft report. The consultant shall provide a high level overview to identified staff and stakeholders of the draft report/plan. Feedback and revisions recommended by the Library Director shall be incorporated into the final version of the Strategic Plan within 21 days of receiving feedback.

The final strategic plan approved by the Library Director and an executive summary are to be presented at a meeting of the Library Advisory Board. All raw and summary data are to be delivered to the Library Director at the conclusion of the strategic planning process. The successful consultant should be prepared to make presentations to CTCL stakeholders, boards and the Commerce Township Board of Trustees if called upon to do so.

**INSTRUCTIONS**

**Proposal Content Requirements**

Each consultant responding to this RFP ("Proposer") must include in the proposal the following elements:

- A **cover letter** providing a brief description of the firm or individual, name, address of consultant, telephone number and email address of principal contact person.
- **Executive summary** of the highlights of the proposal, which should not exceed one page in length, but convey the consultant’s understanding of the purpose and expected outcomes of this project.
- A summary of the **consultant’s qualifications** and relevant experience along with a list of key personnel who would be involved in the process, with a description of their backgrounds and areas of expertise.
- We seek a consultant who has considerable experience in the development of strategic plans. The consultant must also possess demonstrated knowledge of modern public library services, trends, and functions.
- A **work plan** that contains a description of the methodology, tasks, timeline and an estimate of the amount of time that would be spent on the project.
- **Exclusions, assumptions or exceptions.** Note any part of the proposal that is beyond the expertise of the consultant or would be better handled by local library staff. The failure to specifically identify and explain any exclusion or exemption shall be deemed an express agreement to be bound by the terms of this RFP.
and the contract.

- A project **budget and fee schedule** which includes consulting costs, clerical costs, and data analysis costs. Indicate a “not to exceed” total cost. Provide an estimate of the number of hours to be provided and the rate per hour. Any travel required by the consultant, which is part of the normal scope of work, will be at the consultant’s expense.

- Execution of the attached **Charter Township of Commerce Mandatory Insurance and Indemnification Rider**.

- Completion of the attached **Proposal Acknowledgement**.

- **References.** Contact information for at least three organizations for which the consultant has provided strategic planning services and one sample of a complete report which the consultant has prepared for a similar project.

The Township may, at its discretion, request one or more consultants attend a meeting, make a brief presentation and answer questions posed by the Strategic Plan Committee.

**Insurance Requirements**
The successful Proposer shall comply with and execute the attached Charter Township of Commerce Mandatory Insurance and Indemnification Rider prior to entry into any contract with the Township.

**Submission Instructions**
Please read these instructions carefully. All the information requested must be provided. It is agreed that this proposal may not be withdrawn for one hundred twenty (120) days from the opening thereof.

1. Provide a hard copy response: submit one (1) original and three (3) copies and one (1) electronic copy in .doc, .docx, or .pdf format;
2. It is the Proposer’s responsibility to clearly identify and to describe the products and services being offered in response to this solicitation;
3. Proposals must be prepared as simply as possible and provide a straightforward, concise description of the Proposer’s capabilities to satisfy the requirements of the RFP. All parts, pages, figures and tables must be numbered and clearly labeled; and
4. Elaborate artwork, expensive paper, bindings, visual and other presentation aids are not required.
5. Responses to this RFP shall be delivered by 2:00 p.m. on July 10, 2023. **Proposals may be submitted in a sealed envelope by mail or hand-delivery** and should be clearly marked with the Proposer’s name and the words “Library Strategic Planning” and addressed to:

   **Commerce Township Hall**
   **Office of the Township Clerk**
   **2009 Township Drive**
   **Commerce Township, MI 48390**
Proposals submitted early may be modified or withdrawn prior to the submission deadline. Any modified or resubmitted proposal shall be submitted in the same fashion as required by this RFP and shall be worded so as not to reveal the amount of the original proposal sum.

Each Proposer is responsible for submission of its proposal. Proposals or revisions to proposals received after the date and time specified above may, in the Township’s discretion, be rejected for consideration by the Township. The Township is not liable for any delivery or postal delays.

The proposals will be opened at the date and time stated above, by the Township Clerk and/or such other administrator authorized by the Township. No immediate decision will be rendered. Proposals will not be open to the public, nor disclosed to unauthorized persons prior to award of a contract associated with this RFP. However, after award of a contract, all proposals shall be open to public inspection, subject to any continuing disclosure prohibition under Michigan law.

**Inquiries/Addenda to Request for Proposals Documents**

No interpretation or clarification of the meaning of any part of this RFP will be made orally to any Proposer. Requests for information or clarification of this RFP must be made in writing no later than two (2) business days of the submission deadline and addressed to Alyson Lobert at the address or email address listed below, with email being the preferred method of communication. Questions should reference the RFP page and section.

Commerce Township Community Library  
Attn: Alyson Lobert, Library Director  
180 E. Commerce Road  
Commerce Township, MI 48382  
alobert@commercelibrary.info  
Phone: (248) 313-6849

In the event it becomes necessary to revise any part of the RFP or provide clarification regarding the requirements stipulated herein an addendum shall be issued.

Proposers are advised that proposals are considered to be under evaluation from the due date until contract award. The Township’s staff are restricted from giving any information relative to the “progress” of the evaluation during this time, except as required to administer the evaluation process. The Township reserves the right to disqualify any Proposer who contacts any Township employee, representatives, or agent concerning this RFP other than in accordance with this section. Nothing in this section shall prohibit the Township from conducting discussions with Proposers after the proposal due date. Final award information will be posted on the Township’s website.

**Submitted Materials**
The Township will not reimburse the costs of preparing the RFP responses. The
responding consultants bear sole risk and responsibility for costs incurred in the
preparation and mailing of the proposal.

All supporting documentation will become the property of the Township unless
requested otherwise at the time of submission. This includes all data, materials, and
documentation originated and prepared for the Township pursuant to this RFP as well
as the subsequent contract.

All information submitted shall be public record and subject to disclosure pursuant to the
Michigan Freedom of Information Act. The Michigan FOIA requires the disclosure, upon
request, of all public records that are not exempt from disclosure under Section 13 of
the Act. Therefore, confidentiality of information submitted in response to this Request
for Proposals is not assured.

Evaluation of Submissions
Staff will review the submitted proposals and make a recommendation to the Township
Board of Trustees for award based on the purchasing policies of the Township.

No Library Advisory Board, Commerce Township Board of Trustee or Township staff
member shall have a financial interest in any proposal.

The selection of a proposal will be determined by the responses to this document and
any required interviews. Final award will be made to the Proposer deemed most
advantageous to the Township. The Township may consider references, experience
and qualifications, pricing, and proposal completeness in its selection process. The
Proposer selected for the award will be chosen on the basis of the apparent greatest
benefit to the Township.

The Township’s acceptance of a proposal shall not constitute a formed contract. The
acceptance of a proposal and award of a contract shall be contingent and conditioned
upon the parties’ entry into and execution of a written agreement acceptable to the
Township.

Reservation of Rights
- The Township reserves the right to select a strategic planning consultant based
directly on the proposal or to negotiate with one or more respondents.
- The Township reserves the right, in its sole discretion (for this provision and for
all other provisions contained in this RFP), to accept or reject in whole or in part,
any and all proposals without cause and without penalty.
- The Township reserves the right to waive any irregularity in the RFP process or
any proposal, and the right to award the contract to other than the consultant
submitting the lowest bid.
- The Township reserves the right to cancel the award of contract at any time prior
to the execution of the contract by both parties.
- The Township reserves the right to negotiate separately with any Proposer after
the opening of this Request for Proposals when such action is considered in its best interest. Subsequent negotiations may be conducted, but such negotiations will not constitute acceptance, rejection, or a counteroffer on the part of the Township.

**Tentative Schedule for Award**
- RFP Issued: June 6, 2023
- Deadline for Questions: July 6, 2023
- Proposals Due: July 10, 2023
- Interviews: July-August 2023
- Contract Award: September 2023

**GENERAL CONDITIONS**

**CONTRACT PROVISIONS:**

1. **Contract Modification.**
   a. After award, all modifications to the contract shall be mutually agreed to by the Township and the Proposer, in writing, through issued amendments. No claims for any extra work or materials shall be allowed unless covered by written agreement.

2. **Cancellation of Contract.**
   a. The Township shall reserve the right to terminate the contract without penalty upon 30 days written notice for any reason deemed to be in its best interest. A designated representative of the Township will be solely responsible for determining acceptable performance levels. His/her decision will be deemed in the Township’s best interest and will be final. The Township reserves the right to re-award the contract to the second most qualified proposal, issue a new RFP, or do whatever is deemed to be in its best interest.

3. **Bankruptcy.**
   a. In the event bankruptcy proceedings are commenced under any provisions of the United States Bankruptcy Act by or against the Proposer, or for the appointment of a receiver or trustee or a general assignment for the benefit of Proposer’s creditors, the Township shall be entitled to immediately terminate the contract without further cost or liability. The Township, in its discretion, may cancel the contract or affirm the contract and hold the Proposer responsible for damages.
4. Venue.
   a. This RFP is made in and shall be governed by the laws of the State of Michigan. Any and all suits for any claims or for any and every breach or dispute arising out of this RFP shall be maintained in the County of Oakland, State of Michigan.

5. Assignment.
   a. No contract may be assigned, sublet, or transferred without the written consent of the Township. Any subcontractor, so approved, shall be bound by the terms and conditions of the contract. The Proposer shall be fully liable for all acts and omissions of its subcontractor(s) and shall indemnify the Township for such acts or omissions.

   Each Proposer submitting its proposal releases the Township from any and all claims arising out of, and related to, the RFP process and the selection of a consultant.

7. Discrimination Prohibited.
   a. The Proposer shall not discriminate against any employee or applicant for employment with respect to hire, tenure, terms, condition, or privileges of employment on a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, or marital status pursuant to the Elliot Larsen Civil Rights Act, 1976, P.A. 453. The Proposer and the Township shall also comply with the provisions of the Michigan Handicappers Civil Rights Act, 1976, P.A. 220 and the Federal Rehabilitation Act of 1973, P.A. 93-112, 87 Stat. 394, which require that no employee or client or otherwise qualified handicapped individual shall, solely by reason of his/her handicap, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal Assistance. No person shall, on the grounds of race, creed, color, sex, age, national origin, height, weight, handicap, or marital status be excluded from participation in, be denied the proceeds of, or be subject to discrimination in the performance of the contract. The Proposer shall comply with all applicable regulations promulgated pursuant to the Civil Rights Act of 1964 as amended.
PROPOSAL & ACKNOWLEDGEMENT

The undersigned, having become thoroughly familiar with and understanding of all the proposal documents attached hereto, agrees to provide the services as specified herein, for the total fees as stipulated herein, subject to negotiation.

I hereby state that all of the information I have provided is true, accurate and complete. I hereby state that I have authority to submit this proposal. This proposal shall remain valid for 120 days following the opening thereof.

I hereby state that I have read, understand and agree to be bound by all of the terms of this proposal document.

Company Name: 

Signature: ___________________________ Date: ___________________________

Print Name: ___________________________ Title: ___________________________

Address: ___________________________

______________________________

______________________________

Phone: ___________________________ Email: ___________________________
CHARTER TOWNSHIP OF COMMERCE
MANDATORY INSURANCE AND INDEMNIFICATION RIDER

WHEREAS, the Charter Township of Commerce, a Michigan municipal corporation
(“Township”), and _______________________, a ______________________,
(“Contractor”/“Licensee”), have entered into an agreement for the
______________________________ (the “Agreement”); and

WHEREAS, the Contractor/Licensee has agreed, as a principal inducement to the
Township to enter into the Agreement, to provide certain insurance coverage for the Township
with respect to any claims, liabilities, actions, or losses incurred by, or asserted against, the
Township related to or arising from the Agreement; and

WHEREAS, the Contractor/Licensee has agreed, as a principal inducement to the
Township to enter into the Agreement, to indemnify the Township, its Trustees, officers, agents
and employees, for and against any claims, liabilities, actions, or losses incurred by, or asserted
against, the Township related to or arising from the Agreement;

NOW, THEREFORE, in consideration of the covenants and agreements set forth herein,
and in the Agreement to which this Rider is attached, the parties agree as follows:

I. Insurance Certificate. The Contractor/Licensee shall provide, prior to execution of the
Agreement to which this Rider is attached, a certificate of insurance issued directly to the
Township by an insurer with an A.M. Best rating of “A” or better, and evidencing the following:

a. Coverage of the Township, its trustees, officers, agents and employees as
additional insureds;

b. That the insurance certified thereunder shall be primary insurance and that any
insurance carried by the Township shall be excess and not contributing.

c. A requirement that the insurer provide that at least thirty (30) day prior notice of
cancellation or material change to the coverage be provided to the Township;

d. Coverage in the following amounts:

i. Worker’s Compensation and Employers Liability coverage covering the
statutory requirements of the State of Michigan and insuring the contractor
or user with an Employer’s Liability limit of at least $500,000;

ii. Occurrence based Commercial General Liability coverage covering liability
arising out of the operations of the contractor, with an endorsement
applying the policy’s aggregate limits by location or project, and having
minimum liability limits of $1,000,000 combined single limit per occurrence,
a general aggregate limit of at least $2,000,000 and a products completed
operations aggregate of at least $2,000,000;

e. For all Agreements involving or related to products provided by or installed by, or
operations completed by the Contractor - products and completed operations
insurance, which shall be maintained for at least three years after final payment on
the Agreement; and

f. Coverage of all contractual liability assumed by the Contractor/Licensee pursuant
to the Agreement to Defend, Indemnify and Hold Harmless.

II. Agreement to Defend, Indemnify and Hold Harmless. The contractor/licensee hereby
covenants and agrees to defend, indemnify and hold harmless the Charter Township of
Commerce from all liability, claims, actions, causes of action, lawsuits and demands including
attorneys fees and costs, fines and/or penalties for personal injury, bodily injury or death (including
personal injury, bodily injury or death of the contractor’s/licensee’s own employees or the
employees of any independent contractor) and/or property damage arising out of or in any way
related to the contractor’s/licensee’s work or operations on or about the Township’s property, or
for or on behalf of the Charter Township of Commerce about or away from the Township’s
property, or associated with the breach of the agreement or arising out of the
contractor’s/licensee’s work or work of subcontractors employed by the contractor.

III. Conflicts. In the event, and to the extent, of a conflict between the provisions of this Rider,
and the contract or agreement to which it is attached or appended, the terms of this Rider
supersede and control any inconsistent provisions contained in the contract or agreement.

Contractor/Licensee:

__________________________________________

__________________________________________ Dated: _______________________

By: ____________________________

Its: ____________________________

The Charter Township of Commerce:

__________________________________________ Dated: _______________________

By: Larry E. Gray

Its: Supervisor