

REQUEST FOR QUALIFICATIONS



**The Town of Highland Park, Texas
is accepting responses to a Request for Qualifications for**

LIBRARY MASTER PLAN DEVELOPMENT

**DOCUMENTS ARE DUE TO
THE HIGHLAND PARK HARVEY R. "BUM" BRIGHT LIBRARY PRIOR TO:**

Tuesday, March 21, 2017, 10:00 A.M. CST
NO LATE SUBMITTALS WILL BE ACCEPTED

**ORIGINAL ON A FLASH DRIVE
AND FIVE (5) HARD COPIES REQUIRED**

DOCUMENTS MAY BE DELIVERED OR MAILED TO:

TOWN OF HIGHLAND PARK
HIGHLAND PARK HARVEY R. "BUM" BRIGHT LIBRARY
KORTNEY NELSON, TOWN LIBRARIAN
4700 DREXEL DRIVE
HIGHLAND PARK, TX 75205

DEADLINE FOR SUBMITTAL OF QUESTIONS:

TUESDAY, MARCH 7, 2017, 10:00 A.M. CST
Send to knelson@hplibrary.info

FOR ADDITIONAL INFORMATION CONCERNING
THIS REQUEST FOR QUALIFICATIONS PLEASE CONTACT:

Kortney Nelson, Town Librarian
knelson@hplibrary.info, 214-559-9400



TOWN OF HIGHLAND PARK

LIBRARY MASTER PLAN DEVELOPMENT

CONSULTANT SERVICES

The Town of Highland Park, Texas (“Town”) is accepting qualification statements from firms or consultants (“Consultant”) to develop and facilitate a comprehensive strategic planning process and Library Master Plan development for the Highland Park Harvey R. “Bum” Bright Library (“HPL” or “Library”). It is the policy of the Town to involve small businesses and qualified minority/woman owned businesses to the greatest extent possible in the procurement of goods, equipment, services, and construction projects.

Each response shall be submitted in a sealed envelope clearly marked *RFQ for Library Master Plan Development* and must be received by Kortney Nelson, Town Librarian, no later than 10:00 a.m. (CST) on Tuesday, March 21, 2017, at Town of Highland Park, Highland Park Harvey R. “Bum” Bright Library, 4700 Drexel Drive, Highland Park, Texas 75205. When submitted by mail, the envelope shall be enclosed in another envelope addressed to the Department at the address specified above and must be received by the time specified herein for the opening thereof. No Submittals will be accepted after the specified date and time. All Submittals received after the specified date and time will be considered nonresponsive and will be returned unopened. The Submittals will be date/time stamped by the Department when received, and this will be considered the official time of receipt.

Submitter must submit an original on a flash drive plus five (5) hard copies to facilitate evaluation. Failure to submit the additional hard copies may result in the Submittal being declared "nonresponsive to specifications" and may not be further evaluated.

FACSIMILE TRANSMITTALS AND ELECTRONIC TRANSMITTALS WILL NOT BE ACCEPTED.

Qualifications are to be submitted in accordance with the attached Town specifications and the “General Conditions of Submitting” attached hereto. Each Submitter is required to fill in every blank; failure to do so may be used as a basis for rejection of a Submittal. The Town reserves the right to reject any or all Submittals, to waive formalities, or to proceed otherwise when in the best interest of the Town.

GENERAL CONDITIONS OF SUBMITTING

1. INSTRUCTIONS: These instructions apply to all Submittals and become a part of the terms and conditions of any Submittal and any agreement entered into subsequent thereto, unless exception is taken in writing by Submitter when submitting.

SUBMITTALS

2. FORM: Submitters must submit an original on a flash drive, and five (5) hard copies of the Submittal to the Town Librarian prior to the response due date/time. Failure to submit the additional hard copies may result in the Submittal being declared nonresponsive to the specifications and may not be further evaluated.
3. SUBMITTER SHALL PROVIDE: With this Submittal response, the Submitter shall provide all documentation required. Failure to provide this information may result in rejection of the Submittal.
4. ALTERING/WITHDRAWAL OF SUBMITTALS: A respondent may withdraw its statement of qualifications at any time prior to the submission deadline by submitting a written request for withdrawal to Kortney Nelson, Town Librarian, Town of Highland Park, Highland Park Harvey R. "Bum" Bright Library, 4700 Drexel Drive, Highland Park, Texas 75205. The request for withdrawal shall be signed by the respondent or an authorized agent.

Modifications to Submittals offered in any manner, oral or written, will not be considered after the deadline. The signer of the Submittal, guaranteeing authenticity, must initial any interlineations alteration, or erasure made before opening time. No Submittal may be withdrawn after opening time without first submitting a written reason to the Town Librarian and obtaining the Town Librarian's approval.

5. PRESENTATION OF SUBMITTALS: No oral, telegraphic, telephonic, e-mailed, or facsimile Submittals will be considered at this time. All Submittals must be submitted in a sealed envelope.

After all responses have been evaluated, the Department may require representatives of one or more of the respondents to appear for the purpose of making a final evaluation and recommendation.

6. CORRESPONDENCE: *RFQ for Library Master Plan Development* must appear on ALL correspondence, inquiries, Submittal documents, etc. pertaining to this Request for Qualifications.
7. ADDENDA: Any interpretations, corrections or changes to this Request for Qualifications and specifications will be made by addenda. Sole issuing authority of addenda shall be vested in the Town. An attempt will be made to mail, fax, or e-mail any addenda to all

who are known to have received a copy of this Request for Qualifications. Submitters shall acknowledge receipt of all addenda in the designated area on the Submittal document. It is the responsibility of the Submitter to ensure receipt of all addenda and to include the changes in this Submittal document.

8. **LATE SUBMITTALS:** Submittals received by the Town after the submission deadline shall be returned unopened and will be considered void and unacceptable. The Town is not responsible for lateness of mail, carrier, etc.
9. **SUBMITTAL OPENINGS:** Names of all Submitters submitting will be read aloud at the Town's regularly scheduled Submittal opening for the designated project. However the reading of a Submittal at opening should not be construed as a comment on the responsiveness of such Submittal or as any indication that the Town accepts such Submittal as responsive.

The Town will make a determination as to the responsiveness of Submittals submitted based upon compliance with all applicable laws, Town of Highland Park Purchasing Guidelines, and project documents, including but not limited to the project specifications and contract documents. The Town will notify the successful Submitter upon award of the contract and according to state law; all Submittals received will be available for inspection at that time, unless otherwise provided by law.

10. **SUBMITTAL TABULATION:** Submitters desiring a copy of the tabulation may request it by enclosing a self-addressed stamped envelope with their Submittal. **TABULATION RESULTS WILL NOT BE GIVEN BY TELEPHONE.** If you have any questions, please contact Kortney Nelson, Town Librarian, at knelson@hplibrary.info.
11. **PROTESTS:** All protests regarding the Submittal solicitation process must be submitted in writing to the Town within THREE (3) working days following the opening of Submittals. This includes all protests relating to advertising of notices, deadlines, opening, and all other related procedures under the Local Government Code, as well as any protests relating to alleged improprieties or ambiguities in the specifications.

This limitation does not include protests relating to staff recommendations as to award of this Submittal. Protests relating to staff recommendations may be directed to the Town Administrator within THREE (3) days of the staff recommendation memo. Unless otherwise provided by law, all staff recommendations will be made available for public review prior to consideration by the Town Council.

12. **SUBMITTAL AWARD:** The Town reserves the right to award a separate contract to separate Submitters for each item/group or to award one contract for the entire Submittal.
13. **CHANGE ORDERS:** No oral statement of any person shall modify or otherwise change, or affect the terms, conditions or specifications stated in the resulting contract. All change orders to the contract will be made in writing by the Town.

PERFORMANCE

14. **MINIMUM STANDARDS FOR RESPONSIBLE PROSPECTIVE SUBMITTERS:** A prospective Submitter must affirmatively demonstrate Submitter's responsibility. A prospective Submitter must meet the following requirements:
- A. Have adequate financial resources or the ability to obtain such resources as required;
 - B. Be able to comply with the required or proposed delivery schedule;
 - C. Have a satisfactory record of performance;
 - D. Have a satisfactory record of integrity and ethics; and
 - E. Be otherwise qualified and eligible, as determined by the Town, to receive an award.

The Town may request representation and other information sufficient to determine Submitter's ability to meet these minimum standards listed above.

15. **ASSIGNMENT:** The successful Submitter shall not sell, assign, transfer or convey this contract in whole or in part, without the prior written consent of the Town.
16. **TITLE AND RISK OF LOSS:** The title and risk of loss of goods shall not pass to the Town until the Town actually receives and takes possession of the goods at the point(s) of delivery.
17. **PATENT RIGHTS:** **The Submitter agrees to indemnify and hold the Town harmless from any claim involving patent right infringement or copyrights on goods supplied.**

PURCHASE ORDERS AND PAYMENT

18. **PURCHASE ORDERS:** A purchase order(s) shall be generated by the Town's Director of Administrative Services and CFO to the successful Submitter. The purchase order number must appear on all itemized invoices and packing slips. The Town will not be held responsible for any work orders placed and/or performed without a valid current purchase order number. Payment will be made for all services rendered and accepted by the contract administrator for which a valid invoice has been received.
19. **FUNDING:** The Town is a home-rule municipal corporation operated and funded on an October 1 to September 30 basis, accordingly, the Town reserves the right to terminate, without liability to the Town, any contract for which funding is not available.
20. **TAXES:** The Town is exempt from Federal Manufacturer's Excise, and State sales taxes. Tax exemption certificates will be executed by the Town and furnished upon request by the Finance Department.

21. PAYMENT TERMS: Payment terms are Net 30 unless otherwise specified by the Town in this document.
22. INVOICES: Invoices must be submitted by the successful Submitter to the Town of Highland Park, accountspayable@hptx.org.

CONTRACT

23. CONTRACT PERIOD/RENEWAL OPTIONS: In the case of an annual contract or multiple year Submittal, the contract shall be for a predetermined period as specified in the Request for Qualifications. If a clause for option to renew for additional period(s) is (are) included, renewal(s) will be based solely upon the option and written agreement between both the Town and the Contractor. Either party dissenting will terminate the contract in accordance with its initial specified term.
24. AUDIT: The Town reserves the right to audit the records and performance of successful Submitter during the term of the contract and for three (3) years thereafter.
25. **SUCCESSFUL SUBMITTER SHALL: Defend, indemnify and save harmless the Town and all its officers, agents and employees and all entities, their officers, agents and employees who are participating in this contract from all suits, actions or other claims of any character, name and description brought for or on account of any injuries, including death, or damages received or sustained by any person, persons, or property on account of any negligent act or fault of the successful bidder, or of any agent, officer, director, representative, employee, subcontractor or supplier in the execution of, or performance under, any contract which may result from Submittal award. Successful Submitter shall pay any judgment with cost which may be obtained against the Town and participating entities growing out of such injury or damages.**
26. TERMINATION FOR DEFAULT: The Town reserves the right to enforce the performance of this contract in any manner prescribed by law or deemed to be in the best interest of the Town in the event of breach or default of this contract. The Town reserves the right to terminate the contract immediately in the event the successful Submitter fails to: (1) meet delivery schedules; or (2) otherwise perform in accordance with these specifications. Breach of contract or default authorizes the Town to, among other things, award to another Submitter, purchase elsewhere and charge the full increase in cost and handling to the defaulting successful Submitter.
27. ACCEPTABILITY: All articles enumerated in the Submittal shall be subject to inspection by a Town officer or employee designated for the purpose. If found inferior to the quality called for, or not equal in value to the specifications, deficient in workmanship or otherwise, this fact shall be certified to the Town CFO who shall have the right to reject the whole or any part of the same. Work determined to be contrary to specifications must be replaced by the Submitter and at its expense. All disputes concerning quality of supplies

utilized in the performance of this Submittal will be determined solely by the Town CFO or designated representative.

28. REMEDIES: The successful Submitter and the Town agree that each party has all rights, duties, and remedies available as stated in the Uniform Commercial Code and any other available remedy, whether in law or equity.
29. VENUE: This contract will be governed and construed according to the laws of the State of Texas. This contract is performable in Dallas County, Texas.
30. SILENCE OF SPECIFICATION: The apparent silence of these specifications as to any detail or to the apparent omission from it of a detailed description concerning any point shall be regarded as meaning that only the best commercial practices are to prevail. All interpretations of these specifications shall be made on the basis of this statement.
31. NO PROHIBITED INTEREST: The Submitter acknowledges and represents they are aware of the laws of the State regarding conflicts of interest. No officer, whether elected or appointed, or any employee, whether full or part time, of the Town shall have a substantial financial interest, direct or indirect, in any contract, other than employment contracts, with the Town; or have a substantial financial interest, direct or indirect in the sale to the Town of any land, materials, supplies or services.
32. FORCE MAJEURE: If, by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this contract, then such party shall give notice and full particulars of such Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch. The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority, insurrections, riots, epidemics, landslides, lightning, earthquake, fires, hurricanes, storms, floods, washouts, droughts, arrests, restraint of government and people, civil disturbances, explosions, breakage or accidents to machinery, pipelines, or canals, or other causes not reasonable within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.
33. DISCLOSURE OF CERTAIN RELATIONSHIPS: Effective January 1, 2006, Chapter 176 of the Texas Local Government Code requires that any vendor or person considering

doing business with a local government entity disclose in the Questionnaire Form CIQ, the vendor or person's affiliation or business relationship that might cause a conflict of interest with a local government entity. By law, this questionnaire must be filed with the records administrator of the Town of Highland Park not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code. A person commits an offense if the person violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.

By submitting a response to this request, vendor represents that it is in compliance with the requirements of Chapter 176 of the Texas Local Government Code.



TOWN OF HIGHLAND PARK CONTRACTOR INSURANCE REQUIREMENTS

Contractors providing goods, materials and services for the Town of Highland Park shall, during the term of the contract with the Town or any renewal or extension thereof, provide and maintain the types and amounts of insurance set forth herein. All insurance and certificate(s) of insurance shall contain the following provisions:

1. Name the Town, its officers, agents, representatives, and employees as additional insureds as to all applicable coverage with the exception of workers compensation insurance.
2. Provide for at least thirty (30) days prior written notice to the Town for cancellation, non-renewal, or material change or modification of any policies, evidenced by return receipt or United States Mail. The words “endeavor to” and “but failure” (to end of sentence) are to be eliminated from the Notice of Cancellation provision on standard ACORD certificates.
3. Provide for a waiver of subrogation against the Town for injuries, including death, property damage, or any other loss to the extent the same is covered by the proceeds of insurance.
4. Endorsement applicable to each policy provided.

INSURANCE COMPANY QUALIFICATION: All insurance companies providing the required insurance shall be authorized to transact business in Texas and rated at least “A” by A.M. Best’s Key Rating Guide, or other equivalent rating service(s).

CERTIFICATE OF INSURANCE: A certificate of insurance evidencing the required insurance shall be submitted with the contractor’s bid or response to SUBMITTAL. If the contract is renewed or extended by the Town, a certificate of insurance shall also be provided to the Town prior to the date the contract is renewed or extended.

TYPE OF CONTRACT
Professional Services

TYPE AND AMOUNT OF INSURANCE

Professional Liability Insurance with a minimum of \$1 Million Dollars per occurrence and \$2 Million Dollars aggregate.

(If size or scope of project warrant)

Umbrella Coverage or Excess Liability Coverage of \$2 Million Dollars

Statutory Workers compensation insurance as required by state law

SAMPLE ON FOLLOWING PAGE

SUPPLEMENTAL INFORMATION

Texas Government Code Section 2252.002 Non-resident Bidders

A governmental entity may not award a governmental contract to a nonresident bidder unless the nonresident underbids the lowest bid submitted by a responsible resident bidder by an amount that is not less than the amount by which a resident bidder would be required to underbid the nonresident bidder to obtain a comparable contract in the state in which the nonresident’s principal place of business is located.

In order to make this determination, please answer the following questions:

- 1. Address and phone number of your principal place of business:

- 2. Name and address of principal place of business, and phone number of your company's majority owner:

- 3. Name and address of principal place of business, and phone number of your company's ultimate parent company:

MINORITY/WOMAN-OWNED BUSINESS PARTICIPATION

It is the policy of the Town of Highland Park to involve small businesses and qualified minority/women-owned businesses to the greatest extent possible in the procurement of goods, equipment, services and construction projects. To assist us in our record keeping, please list below the names of the minority or woman-owned firms you would be utilizing in this bid.

NAME OF FIRM	TELEPHONE #	\$ INVOLVEMENT

SUPPLEMENTAL INFORMATION

Please provide the following information for contract development.

Is your firm?

- 1. Sole Proprietorship YES NO
- 2. Partnership YES NO
- 3. Corporation YES NO

If company is a sole proprietorship, list the owner's full legal name:

If company is a partnership, list the partner's full legal name(s):

If company is a corporation, list the full legal name as listed on the corporate charter:

Is this firm a minority, or woman-owned business enterprise?

NO YES If yes, specify () MBE () WBE

Has this firm been certified as a minority/woman-owned business enterprise by any governmental agency? NO YES

If yes, specify governmental agency: _____

Date of certification: _____

AFFIDAVIT OF NO PROHIBITED INTEREST

(Supplemental Information)

Check here if "N/A" not applicable.

THE STATE OF _____ §
THE COUNTY OF _____ §

I, _____, a member of the Contractor team, make this affidavit and hereby under oath state the following:

I, and/or a person or persons related to me, have the following interest in a business entity that would be affected by the work or decision on the Project (Check all that apply):

- _____ Ownership of ten percent (10%) or more of the voting shares of the business entity.
- _____ Ownership of Twenty Five Thousand and 00/100 Dollars (\$25,000) or more of the fair market value of the business entity.
- _____ Funds received from the business entity exceed ten percent (10%) of my income for the previous year.
- _____ Real property is involved, and I have an equitable or legal ownership with a fair market value of at least Twenty Five Thousand and 00/100 Dollars (\$25,000).
- _____ A relative of mine has a substantial interest in the business entity or property that would be affected by my business decision of the public body which I am a member.
- _____ Other: _____.
- _____ None of the Above.

Upon filing this affidavit with the Town of Highland Park, Texas, I further affirm that no relative of mine, in the first degree by consanguinity or affinity, as defined in Chapter 573, TEX. GOV'T CODE, as amended, is a member of a public body which took action on the agreement.

Signed this ___ day of _____, 2017.

Signature of Official/Title

BEFORE ME, the undersigned authority, this day personally appeared _____, and on oath stated that the facts hereinabove stated are true to the best of his/her knowledge or belief.

Sworn to and subscribed before me on this _____ day of _____, 2017.

Notary Public in and for the State of _____
My commission expires: _____

CIQ Form - To be completed by the SUBMITTER and Submitted with SUBMITTAL

CONFLICT OF INTEREST QUESTIONNAIRE For vendor or other person doing business with local governmental entity		FORM CIQ
<p><small>This questionnaire reflects changes made to the law by H.B. 1491, 80th Leg., Regular Session.</small></p> <p><small>This questionnaire is being filed in accordance with Chapter 176, Local Government Code by a person who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the person meets requirements under Section 176.006(a).</small></p> <p><small>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.</small></p> <p><small>A person commits an offense if the person knowingly violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.</small></p>	OFFICE USE ONLY	
<p>1 Name of person who has a business relationship with local governmental entity.</p>	Date Received	
<p>2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire.</p> <p align="center"><small>(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)</small></p>		
<p>3 Name of local government officer with whom filer has employment or business relationship.</p> <p align="center">_____</p> <p align="center"><small>Name of Officer</small></p> <p><small>This section (item 3 including subparts A, B, C & D) must be completed for each officer with whom the filer has an employment or other business relationship as defined by Section 176.001(1-a), Local Government Code. Attach additional pages to this Form CIQ as necessary.</small></p> <p>A. Is the local government officer named in this section receiving or likely to receive taxable income, other than investment income, from the filer of the questionnaire?</p> <p align="center"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>B. Is the filer of the questionnaire receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer named in this section AND the taxable income is not received from the local governmental entity?</p> <p align="center"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>C. Is the filer of this questionnaire employed by a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?</p> <p align="center"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>D. Describe each employment or business relationship with the local government officer named in this section.</p>		
<p>4</p> <p align="center"> _____ Signature of person doing business with the governmental entity </p> <p align="center"> _____ Date </p>		

Adopted 06/29/2007

I. General Information

The Town of Highland Park (“Town”), is 104 years old and located four miles north of downtown Dallas, with the City of University Park on its north boundary and the City of Dallas on its west, south and east boundaries. The Town contains 2.3 square miles with a population of approximately 8,500. The community is predominately residential offering a complement of municipal services. In response to striving to meet the expectations of its citizenry, Town staff endeavor to deliver exceedingly high customer service. The Town enjoys one of the lowest property tax rates (\$0.22) of any Texas municipality and is debt free.

As of the 2010 Census, the Town’s population age demographics were as follows: 5.7% persons under five years old, 26.8% persons under 18 years old, 8.6% persons 20 - 34 years old, 21.4% persons 35- 49 years old, 24.6% persons 50 – 64 years old, and 17.2% persons 65 years old and over. The Town’s population was 47.5% male and 52.5% female.

According to the U. S. Census Bureau, American Community Survey (ACS) five year estimates (2011-2015), 98.4% of persons ages 25 and over are a high school graduate or higher and 84.5% of persons age 25 years and over have a Bachelor's degree or higher. The median value of owner-occupied housing units is \$1,192,800, with 3,497 households, and an average of 2.55 persons per household. The median household income is \$183,594.

Immediately after the Town Hall was built in 1924, the Highland Park Society of Arts was formed with one of its goals being to collect books for a library. In 1926 the Society of Arts sponsored a “book week” to collect books for the future library. A wing was added to the Town Hall in 1930 to house an art gallery, Council Chambers, and the Library, and four months before the addition was completed Louise Childress was hired as the first Town Librarian. In 1953 a Gaylord mechanical circulation system was installed.

The Town Librarian position has only been held by four individuals. Miss Childress retired in 1967, and Maxine Anderson was appointed the second Town Librarian. Upon Mrs. Anderson’s retirement in 1980, Bonnie N. Case was appointed the third Town Librarian. Mrs. Case retired in 2016. Kortney Nelson was appointed the fourth Town Librarian.

The Friends of the Highland Park Library was established in 1981. Automation arrived in the library in 1990 with the Friends contributing half of all costs. When the library migrated in 1996 and 2002 to more sophisticated automation systems the Friends again contributed half of all costs. The Library was completely renovated in 2008 at a cost of \$2.44 million (all donated privately) to complement the Spanish Colonial Revival architectural style of the building, make the best use of existing space, and create a warm, inviting environment.

The mission of the Highland Park Library is to provide high quality public library service which will fulfill the informational, educational, recreational and basic research needs of the community, and to increase public awareness of these services. The Library offers options for nonresident library cards, at a cost of \$200 per year, per family, for full-privilege library cards and a \$25 five item punch-card. The Library also participates in the TexShare consortium of Texas libraries.

The Library receives the majority of its funding from the Town including a Library Special Revenue Fund. The current fiscal year budget for the Library is \$771,626 with \$397,114 in personnel services, \$153,116 in supplies and equipment, and \$221,396 in services and charges. The Library has 33,803 volumes in its collection, with a total circulation of 46,519.

Since its creation in 1981 the Friends of the Highland Park Library, a 501(c)3 organization, has provided funds for automation services, technology, special programs, online resources, and other needs of the Library. The Highland Park Quality of Life Foundation, a 501(c)3 non-profit organization, also supports the Library in its mission to provide services for the Town.

The Public Library Association advises that libraries select from eighteen recommended Service Responses. These Service Responses guide the library in serving the community. The priority Service Responses selected for this community are:

- Current Topics and Titles. Be an Informed Citizen: Local, National and World Affairs
- General Information. Make Informed Decisions: Health, Wealth and Other Life Choices
- Children's Door to Learning. Create Young Readers: Early Literacy
- Information Literacy. Understand How to Find, Evaluate and Use Information: Information Fluency
- Lifelong Learning: Satisfy Curiosity

The Library currently offers the following collections and services:

- Collections
 - Audiobooks - CDs, Playaways, Book-and-CD kits
 - Books – Print fiction and non-fiction for adults, young adults and children in numerous formats including board books, graphic novels, large print, and picture books
 - Downloadables – eAudiobooks, eBooks, and eMagazines
 - Lectures - CDs and DVDs
 - Magazines and newspapers
 - Texas collection
 - Reference collection
 - Movies - Blu-rays & DVDs
 - Music – CDs
 - Playaway Views
 - Playaway Launchpad Tablets
 - Public access computers (5) - Microsoft Office suite
 - WiFi
 - Online Resources
 - Databases - articles, journals, magazines and newspapers, books and literature, business resources, career development and online learning, do-it-yourself reference centers, health and medical, history and genealogy, legal resources, science and technology, etc.

- Online language learning
 - Online readers' advisory
- Digital Books Classes
- Summer Reading Club for children
- Weekly Story Times
 - Baby Lapsit – birth to 24 months old
 - Toddler Story Time – 2 year olds
 - Preschool Story Time – 3 and 4 year olds
- Reference Assistance
 - In-person, phone, and email with Ask-a-Librarian
 - Readers' Advisory
 - Research
- Study and Work Space
 - Study carrels
 - Tables and chairs
 - Young Adult Room
- Copier/Printer/Scanner (black-and-white and color)
- Interlibrary Loan

II. Project Scope

A. Project Description

The Library is seeking a qualified firm or Consultant to facilitate the development and construction of a five to ten year Library Master Plan, which includes but is not limited to a robust community engagement and input component, needs assessment, and in-depth trend analysis to help guide the future of Library services in the Town. The Library Master Plan will:

- Assess current library services while providing recommendations regarding expansion of library services to meet 21st century expectations.
- Serve as a guide to service expansions and modifications, as well as implementation of technological advancements that enhance the libraries offerings to the public and their related experience with the services provided.
- Identify how the Library can use online educational opportunities and virtual library capabilities to increase its role as a cultural and educational learning center for the community.

B. Scope of Work

Upon selection of a qualified firm or Consultant, a professional services contract (provided by the Town) will be executed including some, or all of, the following work:

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

2. Collaborate and communicate with Library staff and designated Town staff at all points of the process, conduct status meetings in person or by telephone and provide written progress reports outlining work accomplished on a regular basis (schedule to be determined by successful respondent and Town staff).
3. Gather data through community research that focuses on library users, non-users, municipalities, businesses, educators, and stakeholders (including Town staff) to identify library needs/wants as well as ways to meet demand for library programs and new services while increasing attendance, circulation, and library usage. Community input is a key component of this planning process, and must include:
 - a. Focus groups/public input sessions/individual interviews
 - b. Paper/online survey
 - c. Other methods as identified by the consultant
 - d. Surveys and other types of gathering data must be conducted in both English and Spanish.
 - e. Research community needs as they relate to public library service.
 - i. How current Library customers use the Library
 - ii. How well the Library is currently meeting the community's needs for library service
 - iii. Customer opinions regarding priorities for library programs and services
 - iv. Reveal areas in which the Library can have a positive impact in the community
4. Facilitate planning meetings and public and staff input sessions.
5. Review the current mission statement, make revisions as required, and create core values.
6. Review and assess appropriateness of fees charged by the Library, including but not limited to nonresident library fees.
7. Research and analyze existing services and collections to establish existing conditions, identify gaps where the current library operation is insufficient to meet identified service priorities, and forecast the impact of residential development in neighboring cities on library services.
8. Identify and propose service priorities, goals, objectives, and activities, especially in regards to library technology and emerging media formats.
9. Write and present a Library Master Plan that will be communicated to the Library's stakeholders, which includes:
 - a. An executive summary
 - b. An up-to-date community profile and identification of the community, including demographic analysis, market segmentation data, and school district growth projections
 - c. An assessment of the library's environment that includes a SWOT (Strength, Weakness, Opportunities, Threats) analysis, PEST (Political, Economic, Social, Technological) analysis as well as evaluation of public library trends with projections for future demands and analysis of the quality of the Library's current services, reputation, management, budget, etc.

- d. An outline of the mission statement, vision statement, and core values of the organization
 - e. A detailed, actionable, and measurable plan with clearly defined budgetary needs, service priorities, goals, and objectives to improve and expand the Library's services in response to short-term (one to three year) and longer-term (beyond three years) needs
 - f. A timeline reflecting short-term (one to three years) and longer-term (beyond three years) projects covering Library services, collections, programming, technology, and community feedback
 - g. Specification of a built-in process of regular review, evaluation and adjustment to the plan resulting from changes in the economic, demographic, or political climate
 - h. An appendix containing the data collected during the community research component of the process
 - i. A plan for communicating the Library Master Plan findings to the community
10. Provide self-assessment methodology, including appropriate tools for ongoing milestone measurement, goal achievement and future Library master planning.
 11. All raw and summary data is to be delivered to the Library at the conclusion of the planning process.

C. Deliverables

The selected qualified firm or Consultant will deliver a Library Master Plan that is eye-catching and well laid out to showcase the future of the Library's services to the community for the next five to ten years. This planning horizon may be modified based on discussions with the consultant. The final deliverable should include:

1. An executive summary
2. An up-to-date community profile and identification of the community including demographic analysis, market segmentation data, and school district growth projections
3. An assessment of the library's environment that includes a SWOT (Strength, Weakness, Opportunities, Threats) analysis, PEST (Political, Economic, Social, Technological) analysis as well as evaluation of public library trends with projections for future demands and analysis of the quality of the Library's current services, reputation, management, budget, etc.
4. An outline of the mission statement, vision statement, and core values of the organization
5. A detailed, actionable, and measurable plan with clearly defined budgetary needs, service priorities, goals, and objectives to improve and expand the Library's services in response to short-term (one to three year) and longer-term (beyond five years) needs
6. A timeline reflecting short-term (one to three years) and longer-term (beyond five years) projects covering Library services, collections, programming, technology, and community feedback

7. Specification of a built-in process of regular review, evaluation and adjustment to the plan resulting from changes in the economic, demographic, or political climate
8. An appendix containing the data collected during the community research component of the process
9. A plan for communicating the Library Master Plan findings to the community

The selected qualified firm or consultant will present the Library Master Plan in-person to the Town Administrator and on an additional occasion(s) present the Library Master Plan in-person to the Town Council.

Project Timeline

Tuesday, March 21, 2017	Proposals due no later than 10:00 A.M. CST
April 2017	Firm/Consultant Selection
May 2017	Anticipated Contract Start Date
May 2017	Begin needs assessment
June 2017	<ul style="list-style-type: none"> • Focus groups/public input sessions/individual interviews • Community survey
July 2017	<ul style="list-style-type: none"> • Identify issues, goals, core values • Develop service priorities and objectives
August 2017	Develop performance measures and standards
September 2017	Draft of Library Master Plan Due
October 2017	Library Master Plan presented to the Town Administrator
November 2017	<ul style="list-style-type: none"> • Final Library Master Plan presented to the Town Council • Town Council Approval of Final Library Master Plan

NOTE: This timeline should be considered a draft. The Library reserves the right to amend this schedule.

III. Experience Requirements

Each respondent shall, within the past twelve (12) months have worked with a public library in the field of strategic and/or master planning. That work needs to have resulted in a final Library Master Plan approved by the public library's governing body.

IV. Response Form and Content

A. Title Page:

Indicate *RFQ for Library Master Plan Development*, name of responder, address, telephone number, name of contact person, and date of Submittal.

B. Introduction:

Briefly, introduce the responder by indicating whether the firm is local, regional, national or international. Provide a profile of the firm including, but not limited to, the approximate number of professional staff employed. Indicate the name of the person(s) who will be authorized to make representation for and to bind the firm, their titles, and telephone numbers.

C. Information Included in Response:

1. Briefly state an understanding of the work to be performed, including, but not limited to, items requested in Section II. Project Scope.
2. Describe the experience of the responder in performing similar services.
 - a. List all Library Master Plans currently in progress or completed within the past five (5) years, including:
 - i. Name and website of the Library
 - ii. Name of the primary Library staff contact
 - iii. Note whether your company was prime or sub
 - b. Describe your experience conducting statistical analysis.
 - c. Provide references
 - i. List and describe a minimum of three (3) relevant projects of similar scope performed for public libraries in the past five (5) years. For each project:
 1. List the library name and website address; reference name, email address, and telephone number; and date and type of service provided.
 - ii. The Town reserves the right to contact any additional individuals or firms to obtain information about the respondent.
3. A description of the process to be used to meet the requirements of this RFQ. A work plan that includes a description of the methodology, timeline with estimates of the amount of time for each component of the project, and the amount of data required to provide statistically valid information for this population.
4. Indicate the names and titles, and include resumes, of the person(s) who will be working on this project. A response to this requirement should include all contact information such as telephone number, fax number, email address and website address.
5. Indicate any additional information for the consideration of the responder's qualifications for conducting this project.
6. Discuss the general nature and extent of benefits that the Town is reasonably likely to experience as a result of these services.
7. Provide samples of work (via web links or a portable storage device) that showcase the final Library Master Plan result the responder has completed for another client similar to the Town.
8. Provide a Gantt Chart indicating a calendar of task accomplishments. The chart should demonstrate that the work will be completed within no more than one hundred eighty (180) days of the execution of a signed contract. Alternate timelines may be considered

with appropriate rationale as it pertains to the gathering of information and Town deadlines.

V. Submission of Responses

A. Acceptance/Rejection/Modification to Responses:

The Town reserves the right to negotiate modifications to Submittals that it deems acceptable, reject any and all Submittals, and to waive informalities or irregularities in a Submittal or in the Submittal process. The Town reserves the right to split or to make the award in any manner deemed most advantageous to the Town at its sole and exclusive discretion.

B. Economy of Preparation:

Statements of qualifications should be prepared simply and economically, providing a straightforward, concise description of the respondent's ability to fulfill the requirements of the project.

C. Cost of Preparation:

The Town shall not be liable for any costs incurred by a respondent in preparing or submitting a response.

D. Ownership:

Submitted materials are the property of the Town and will not be returned.

E. Public Records:

Submitted responses and any agreement or other documents become public records that are subject to review and copying by any person making an appropriate request for public records pursuant to state or federal law.

VI. Due Date

Each response shall be submitted in a sealed envelope clearly marked *RFQ for Library Master Plan Development* and must be received by Kortney Nelson, Town Librarian, no later than 10:00 a.m. (CST) on Tuesday, March 21, 2017, at Town of Highland Park, Highland Park Harvey R. "Bum" Bright Library, 4700 Drexel Drive, Highland Park, Texas 75205. When submitted by mail, the envelope shall be enclosed in another envelope addressed to the Department at the address specified above and must be received by the time specified herein for the opening thereof. No Submittals will be accepted after the specified date and time. All Submittals received after the specified date and time will be considered nonresponsive and will be returned unopened. The Submittals will be date/time stamped by the Department when received, and this will be considered to be the official time of receipt.

Submitter must submit an original on a flash drive plus five (5) hard copies to facilitate evaluation. Failure to submit the additional hard copies may result in the Submittal being declared "nonresponsive to specifications" and may not be further evaluated.

FACSIMILE TRANSMITTALS AND ELECTRONIC TRANSMITTALS WILL NOT BE ACCEPTED.

VII. Selection Process

The Department shall review:

A. Criteria:

All statements of the proposal shall be evaluated based upon, but not limited to, the following criteria:

1. Responsiveness of the Request for Qualifications (RFQ).
2. Ability, capacity, and skill of the respondent to perform the services and meet the requirements of Section II. Project Scope.
3. Responses of the respondent's references.
4. Methodology for conducting the Library Master Plan development.
5. Experience of the respondent and individual members of the respondent's professional staff in performing similar services for public libraries.
6. The qualifications and relevant work experiences of personnel proposed for the project.
7. Other information as may be required or secured.

B. Preliminary Evaluation Process:

The Department shall conduct a preliminary evaluation process of all Submittals on the basis of information provided and other evaluation criteria as set forth in this RFQ or as reasonably determined by the Department.

C. Compliance with the Minimum Qualifications and Mandatory Requirements:

The Department shall review each Submittal for compliance with the minimum qualifications and mandatory requirements for the RFQ. Failure to comply with any mandatory requirements may disqualify a Submittal. The Department may request one or more respondents to interview by telephone or in person.

VIII. Conditions of Responses

A. Award Presentation:

Subject to agreement negotiation, the Department will award contract within six (6) weeks of opening and will notify submitters that were not selected of the Town's decision within two (2) weeks of the award.

B. Statement of Qualifications Clarification Request:

During the period of evaluation, the Town shall have the right to request clarification from the respondents. If any such respondent fails to respond to such a request within two (2) business days from the date of the request, the Town shall have the right to reject the Submittal.

C. Completion of Project:

It is the Town's goal to have this project completed within (180) days of the execution of a signed contract, allowing the successful candidate to commence work May, 2017.

D. Contract Development:

If the Town selects a firm, Town staff will conduct contract discussions and negotiations with the apparent successful respondent. The successful Submittal will be an integral part of the contract, but may be modified by the provisions of the contract. Respondents must be amenable to including in the contract any information provided either in their response to this RFQ or other requested information.

The Town will begin negotiating contract terms with the highest ranked firm. If a satisfactory contract cannot be negotiated with that firm, the Town shall formally end negotiations with that firm and select the next most favored provider and attempt to negotiate with that firm. Once satisfactory terms have been agreed upon, staff will take a recommendation to Town Council for approval. Additional copies of the response to this RFQ may be required for presentation to the Town Council.

The Town shall notify all respondents in writing as to the selection of the successful respondent.

E. Competition:

It is the Town's intent that this RFQ permits competition. It shall be the respondent's responsibility to advise the Town, in writing, if any language, requirements, scope specifications, etc., or any combinations thereof, inadvertently restricts or limits the requirements stated in this RFQ to a single source. Such notification must be received by the Town no later than three (3) business days prior to the date set for acceptance of proposals.

IX. Guarantee

The responder agrees to continue to provide the services listed above until the Town Council approves the final Library Master Plan document.

X. Standard Professional Services Contract

The selected respondent will be required to enter into a contractual relationship with terms and conditions pursuant to the standard contracting procedures of the Town.

XI. Conflict of Interest

Selected respondent will communicate any conflicts of interest to the Town in writing.

XII. Questions

Pre-submittal questions shall be accepted only by Kortney Nelson, Town Librarian, Town of Highland Park via knelson@hplibrary.info up to 10:00 A.M. CST on Tuesday, March 7, 2017

Respondents are subject to disqualification if contact is made with any Town staff (other than the Department staff), member of the Mayor and Town Council, or the Town Administrator during the Submittal process and evaluation phase.

