



500 West Big Beaver  
Troy, MI 48084  
troymi.gov

## CITY COUNCIL AGENDA ITEM



Date: April 4, 2023

To: Mark F. Miller, City Manager

From: Robert J. Bruner, Assistant City Manager  
Rob Maleszyk, Chief Financial Officer  
Dee Ann Irby, Controller  
Emily Dumas, Library Director  
Phillip Kwik, Assistant Library Director  
Emily Frontera, Purchasing Manager

Subject: Standard Purchasing Resolution 8 – Best Value Award – Troy Public Library Strategic Planning Consultant

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### **History**

In November 2020, Troy voters passed a 10-year, 1.1 mil per year dedicated tax for the Troy Public Library. This millage will generate an estimated \$70 million over its lifetime.

In order to ensure that the funds generated by the millage provide the services, programs, resources, and facilities expected by the Troy community, the Library staff wishes to hire a consultant to help develop a five-year Strategic Plan.

This Plan would focus Library priorities to anticipate and respond to the needs and expectations of Troy residents. It would provide an up-to-date community profile; peer comparisons to other libraries; an assessment of the Library's strengths and weaknesses, reputation, management, and funding; guidance on the development of an annual operating plan for the future; and a process for review, evaluation, and adjustments to the Plan, resulting from changes in the economic, demographic or political environment.

The Library staff will use the planning process to engage with a broad range of community members – through surveys, focus groups, and stakeholder interviews – to gather input regarding the current and future expectations for the Troy Public Library.

### **Purchasing**

- February 1, 2023 a Request for Proposal was issued and posted on Bidnet Direct/MITN website; [www.bidnetdirect.com//city-of-troy-mi](http://www.bidnetdirect.com//city-of-troy-mi).
- Four hundred eighty-eight (488) firms were notified of this bid opportunity.
- February 23, 2023, a bid opening was conducted and Proposals were received as required by City Charter and Code for Library Strategic Planning Consultant Services. The names only of firms submitting a proposal were publicly read aloud. Below is a summary of potential firms.



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## Purchasing (continued)

|  |     |
|--|-----|
| <b>Companies notified via MITN</b>         | 488 |
| Troy Companies notified via MITN           | 13  |
| Troy Companies - Active email Notification | 13  |
| Troy Companies - Active Free               | 0   |
| <b>Companies that viewed the bid</b>       | 54  |
| Troy Companies that viewed the bid         | 0   |

**MITN** provides a resourceful online platform to streamline the procurement process, reduce costs, and make it easier and more transparent for vendors to do business with the City of Troy. **Active MITN** members with a current membership and paying annual dues receive automatic electronic notification which allows instant access to Bids, RFPS and Quote opportunities with the City. **Active MITN non-paying** members are responsible to monitor and check the MITN website for opportunities to do business with the City. **Inactive MITN** member status can occur when a company does not renew their account upon expiration. Inactive members cannot be notified of solicitations or access any bid information.

- Five (5) Proposal responses were received:
  - Baton Global Des Moines, IA
  - The Leadership Group Walled Lake, MI
  - ReThinking Libraries Carmel, IN
  - Maner Costerisan Lansing, MI
  - Crane + Grey La Porte, IN
  
- Qualifying conditions of the firms were:
  - Compliance with qualifications criteria
  - Completeness of the proposal
  - Financial strength of the organization
  - Correlation of the proposals submitted to the needs of the City of Troy
  - Positive references specifically relating to library consulting
  - Work Plan and Project Approach
  - Cost
  
- Scoring criteria was as follows:
  - 40% Proposal Score
  - 40% Price Score
  - 20% Interview
  
- Two (2) Committee Members reviewed and evaluated the proposals. The Committee Members were as follows:
  - Emily Dumas, Library Director
  - Phillip Kwik, Assistant Library Director
  
- Based on the Firms qualifying conditions and scores for proposal and price; the top three (3) Companies were interviewed by the Selection Committee Wednesday, March 29 and Thursday, March 30, 2023:
  - Baton Global
  - The Leadership Group
  - ReThinking Libraries



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### **Purchasing (continued)**

- The best value approach leading to the award recommendation is based upon the vendor offering the best combination of factors. The Selection Committee independently evaluated proposals using a weighted criterion, scripted interview questions and pricing. After completing the evaluation process *ReThinking Libraries* received the highest weighted score rating. Accordingly, it is the unanimous recommendation of the Committee to award the library strategic planning consultant contract to *ReThinking Libraries of Carmel, IN*.
- ReThinking Libraries is a national library consulting firm whose primary focus is Library Strategic Planning.
- ReThinking Libraries team has over 18 years' experience providing strategic planning and library consulting services utilizing basic to advanced cutting-edge approaches. They provide a variety of strategic planning methodologies, approaches and styles to meet the needs of the communities, or organizations they are servicing.
- Since 2014, ReThinking Libraries team members have worked with over 100 different library organizations, conducted over 1000 community engagements and conducted over 100 online surveys.
- ReThinking Libraries has received positive references from various public libraries throughout Michigan.

### **Financial**

Funds are budgeted and available in the Library's operating budgets for the 2023 fiscal year. Expenditures will be charged to account number 271.790.7816.010.

### **Recommendation**

City Management recommends awarding a contract to *ReThinking Libraries, of Carmel, IN*, as a result of a best value process, to provide Strategic Planning Consultant Services for the Troy Public Library for an estimated amount of \$28,000 and a contingency amount of \$2,800, at prices contained in the attached bid tabulation dated February 23, 2023, for an estimated total cost of \$30,800.

CITY OF TROY  
BID TABULATION  
LIBRARY STRATEGIC PLANNING CONSULTANT

|              |                |              |                  |                      |                          |
|--------------|----------------|--------------|------------------|----------------------|--------------------------|
| VENDOR NAME: | Baton Global   | Crane + Grey | Maner Costerisan | ReThinking Libraries | The Leadership Group LLC |
| CITY:        | Des Moines, IA | LaPorte, IN  | Lansing, MI      | Carmel, IN           | Walled Lake, MI          |

**PROPOSAL: Strategic planning consulting services to help City administration, library staff, and the community create a common set of goals for the library's future.**

**COST PROPOSAL: TROY PUBLIC LIBRARY STRATEGIC PLANNING SERVICES**

|  |                    |                    |                    |                    |                    |
|--|--------------------|--------------------|--------------------|--------------------|--------------------|
| <b>Estimated Number of Hours</b>   | 255                | 320                | 180                | 150                | 91                 |
| Estimated Total Consulting Costs   | \$17,402           | \$40,050           | \$39,000           | \$13,000           | \$20,000           |
| Estimated Total Data Analysis Costs  | \$6,568            | \$29,500           | \$10,000           | \$10,000           | \$5,000            |
| Reimbursables (Items such as travel, clerical, copy and miscellaneous charges)   | \$4,480            | \$450              | \$1,000            | \$5,000            | \$0                |
| <b>GRAND TOTAL NOT TO EXCEED - which must include all reimbursable expenses:</b> | <b>\$28,450.00</b> | <b>\$70,000.00</b> | <b>\$50,000.00</b> | <b>\$28,000.00</b> | <b>\$25,000.00</b> |

Travel mile rate \$0.655/mile

|   |                   |                   |                   |                   |                   |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|
| <b>SCHEDULE OF VALUES:</b> A Schedule of Values of hourly rates for personnel that will be involved in the project and reimbursables should be included below. These rates will be used to determine costs for any additional services required as a result of a change to the Scope of Work. | <b>UNIT PRICE</b> | <b>UNIT PRICE</b> | <b>UNIT PRICE</b> | <b>UNIT PRICE</b> | <b>UNIT PRICE</b> |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|

|                                      |            |            |                |            |            |            |
|--------------------------------------|------------|------------|----------------|------------|------------|------------|
| <b>RATE PER JOB CLASSIFICATION:</b>  |            |            |                |            |            |            |
| Facilitator                          | \$160/hour | \$225/hour | \$275-380/hour | \$160/hour | \$275/hour |            |
| Sr. Consultant                       | \$90/hour  |            |                | \$150/hour |            |            |
| Researcher                           | \$80/hour  |            |                |            |            |            |
| Supporting team consultants          |            |            |                |            |            | \$240/hour |
| Translator/multi-lingual facilitator |            |            |                |            |            | \$120/hour |
| Notetaker                            |            |            |                |            |            | \$100/hour |

**POTENTIAL ADDITIONAL SERVICES:**

|  |        |                          |                          |               |        |
|--|--------|--------------------------|--------------------------|---------------|--------|
| <b>REQUEST FOR PROPOSAL CONTENT:</b>   |        |                          |                          |               |        |
| <b>A. Required Experience</b>          | Y or N | Y                        | Y                        | Y             | Y      |
| <b>B. References</b>                   | Y or N | Y                        | Y                        | Y             | Y      |
| <b>C. Qualifications of Personnel</b>  | Y or N | Y                        | Y                        | Y             | Y      |
| <b>D. Work Plan</b>                    | Y or N | Y                        | Y                        | Y             | Y      |
| <b>E. Organizational Questionnaire</b> | Y or N | Y                        | Y                        | Y             | Y      |
| <b>INSURANCE CAN BE MET:</b>           | Y or N | Y                        | Y                        | Y             |        |
| <b>INDEMNIFICATION FORM:</b>           | Y or N | Y                        | Y                        | Y             | Y      |
| <b>PAYMENT TERMS:</b>                  | Y or N | Net 30                   | N 30Modu                 | Not specified | Net 30 |
| <b>WARRANTY:</b>                       |        | 1 Year                   | Not specified            | Not specified | N/A    |
| <b>EXCEPTIONS:</b>                     | Y or N | None                     | None                     | None          | None   |
| <b>ACKNOWLEDGEMENT:</b>                | Y or N | Y                        | Y                        | Y             | Y      |
| <b>COST PROPOSAL:</b>                  | Y or N | Y                        | Y                        | Y             | Y      |
| <b>SIGNED ADDENDUMS 1 &amp; 2</b>      | Y or N | Y                        | N                        | Y             | N      |
| <b>FORMS:</b>                          | Y or N | Non-Collusion not signed | Non-Collusion not signed | Y             | Y      |

**ATTEST:**  
(\*Bid Opening conducted via a Zoom Meeting)  
\_\_\_\_\_  
Emily Dumas  
\_\_\_\_\_  
Phil Kwik  
\_\_\_\_\_  
Andrew Chambliss  
\_\_\_\_\_  
Beth Zaccardelli

\_\_\_\_\_  
Emily Frontera  
Purchasing Manager