



Request for Proposal #4120-01-27

To Conduct a Performance Audit of Lee County Government Operations, Systems, and Procedures

Date of Issue: July 27, 2026

Proposal Due Date: August 28, 2026, by 2:00 PM EST

Direct all inquiries concerning this RFP to:

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1) Purpose

The purpose of this Request for Proposal (RFP) is to solicit proposals from interested and experienced firms to perform an independent, objective, and reliable evaluation of whether systems, operations, and programs operate in accordance with existing regulations and community needs while promoting high efficiency and effectiveness.

2) Background

Situated in the “Carolina Core” and positioned between several of North Carolina’s major economic centers, Lee County is one of the fastest growing counties in the state, with a population now exceeding 70,000 residents. Recent commercial and industrial investments have strengthened the County’s tax base and enabled progress in meeting the needs of a rapidly expanding community. Continued population growth, though, is creating increasing demands for enhanced public safety, improved facilities, expanded programming, and significant investment in the public school system. At the same time, rising personnel costs and general inflation are placing additional strain on the County’s operating budget. These pressures challenge the County’s commitment to provide the high-quality services residents demand while also maintaining a responsible and sustainable tax rate. As the County looks to future years, a performance audit is desired to ensure long-range planning decisions are data driven.

3) Objectives

The audit should identify where Lee County Government can improve the value it provides to residents and stakeholders and offer clear recommendations to enhance efficiency, transparency, and overall performance. The selected firm is expected to:

- a) Conduct a performance evaluation that provides objective analyses, findings, conclusions, and recommendations to improve program performance and operations and strengthen accountability, transparency, and public understanding.
- b) Provide a comprehensive assessment of the effectiveness, fairness, and efficiency of County programs, services, and administrative functions.
- c) Review the organizational structure, procedures, systems, and resource allocations across County government to evaluate their alignment with assigned responsibilities, service demands, and strategic objectives.
- d) Identify strengths and weaknesses related to organizational structure, operational procedures, systems, technology use, and resource allocation to determine the most cost-effective and strategic approaches for meeting current and future needs. Consider opportunities for interdepartmental collaboration, community partnerships, and private-sector engagement.
- e) Benchmark County operations against comparable local governments, emphasizing jurisdictions recognized for employing best practices.

- f) Recommend measures designed to add value, improve operational performance, and ensure consistency in the application of laws, policies, codes, and regulations across all County departments.
- g) Recommend practical, achievable, and realistic adjustments to organizational reporting relationships, position classifications, and job functions that will:
 - i) Clarify roles, responsibilities, and authority across the organization.
 - ii) Eliminate duplication and overlap within and between departments.
 - iii) Improve the timeliness and quality of services delivered to residents.
 - iv) Strengthen communication within and across County departments.
- h) Present all findings and recommendations in a complete, comprehensive report and deliver a formal presentation of the results to County staff and the Board of Commissioners.

4) Methodology

The consultant shall submit a proposed methodology to achieve the project objectives described above. The methodology should incorporate the following elements:

- a) Develop an inventory of services provided by County government as a whole, as well as by individual departments and divisions, and identify the resources allocated to each service.
- b) Compile and review relevant background information, including:
 - i) Current County organization charts and staffing levels.
 - ii) Position descriptions and required competencies, as needed.
 - iii) Recent reports, studies, audits, or service delivery reviews.
 - iv) Industry standards, norms, and benchmarks relevant to County services.
- c) Analyze background information to identify key patterns and trends and develop structured tools (such as questionnaires or surveys) to obtain input from employees and stakeholders, including:
 - i) Identification of strengths and weaknesses in service delivery and internal processes.
 - ii) Interdepartmental relationships and levels of coordination.
 - iii) Suggestions for improving service quality, operational efficiency, and cost-effectiveness.
 - iv) Prioritization of recommended improvements.
- d) Conduct stakeholder interviews, including:
 - i) County employees.
 - ii) County Manager.

- iii) County Commissioners.
- iv) Department directors and leadership teams.
- v) Community stakeholders.
- vi) Additional stakeholders identified by the County Manager.
- e) Gather observations and feedback on current operations and obtain suggestions for improvement through interviews, surveys, or both.
- f) Review and analyze County policies and procedures and assess compliance with federal laws, state statutes, administrative rules, and County ordinances.
- g) Evaluate program goals and outcomes and assess the County's success in achieving those goals.
- h) Review the consistency and fairness of the application of internal regulations across departments.
- i) Compare current performance metrics to industry standards and best practices.

5) Proposal

The County will accept proposals only for the project described above. Please note that the terms of this RFP and your response thereto will be incorporated into the terms of the Contract if your organization is successful. Such a proposal shall include the following:

- a) Names of the key personnel to be assigned, with resumes outlining qualifications and experience.
- b) At least three business references are required. References must include organization name, contact, address, phone number, length of time associated with your organization, and a brief description of the services provided.
- c) Indicate and briefly describe your experience with performance auditing.
- d) A list of any and all fees and other costs you would charge in connection with this project.
- e) A proposed project schedule/payment schedule for the term of the Contract.
- f) Your proposal should include any other conditions/requirements for the completion of the project.

6) Selection Process

The submissions will be reviewed by County staff. In soliciting proposals, the County's intent is to have an effective and detailed performance audit completed in time for us to begin considering and potentially implementing its recommendations as part of the FY 2027–28 budget development process in Spring 2027.

Therefore, selection of a firm will be based upon, but not limited to, the following considerations and criteria as it relates to this RFP:

- a) Proposer experience and qualifications.
- b) Proposed project schedule.
- c) Proposed project methodology.
- d) Proposed cost(s).

7) Schedule

The table below shows the intended schedule for this RFP. Lee County will make every effort to adhere to this schedule.

Activity	Responsibility	Date and Time
Issue RFP	Lee County	July 27, 2026, 12:00 PM
RFP Submittal Question Deadline	Proposer	August 7, 2026, 12:00 PM
Responses to RFP Questions Provided	Lee County	August 17, 2026, 12:00 PM
Deadline for Proposal Submission	Proposer	August 28, 2026, 2:00 PM
Contract Awarded	Lee County	TBD
Contract Effective Date	Lee County	TBD

8) Proposal Submission

- a. Digital submissions are not allowed. Two sealed paper copies of the proposal marked with the designation of "Lee County Government Performance Audit 2026" shall be submitted via mail or in person Lee County Government Finance Department.
- b. RFPs shall be signed by an individual or individuals authorized to execute legal documents on behalf of the vendor and shall contain a declaration to the effect that the proposed project team will remain in effect for a minimum of sixty days after the submittal date.
- c. RFPs must be received **by 2:00 PM EST on August 28, 2026**. Submit to:

Lee County Finance Office, Attn: Purchasing Agent
 115 Chatham St. Suite 301
 Sanford, NC 27330
- d. RFPs are to be submitted with the following information:
 - i. Name of Vendor.
 - ii. Consultant Project Manager's email and phone number.
- e. Proposals received after the hour and date specified above will not be considered.

- f. All proposals shall be submitted according to the specifications set forth in the RFP. Failure to adhere to these specifications may be cause for rejection.
- g. Once submitted, proposals, including the composition of the vendor staff, shall not be changed.
- h. If deemed necessary interviews may be scheduled with selected proposers.
- i. The County reserves the right to reject any and all proposals and any part of the proposal, to waive formalities and technicalities, and to re-request proposals for this work and services.
- j. The RFP shall remain subject to acceptance and not withdrawn for a period of sixty (60) days after the date of the opening of the proposals.
- k. The County shall, upon mutually agreeable and acceptable terms and conditions with the successful respondent/consultant, enter into a formal agreement for an agreed upon fee and period of time. The County reserves the right to negotiate terms, including the proposed fee with any selected consultant
- l. All requests for clarification for the RFP can be directed to the County Manager, Lisa Minter, at lminter@leecountync.gov.