



SOLICITATION ADDENDUM

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| Issuing Agency: | Department of Natural and Cultural Resources |
| Solicitation Number: | 46-DNCR-24-1959 RFP |
| Solicitation Description: | Strategic Plan for the State Library of North Carolina |
| Solicitation Opening Date and Time: | February 29, 2024, At 2:00 PM ET |
| Addendum Number: | 1 |
| Addendum Date: | January 31, 2024 |
| Purchasing Agent: | Dennis Jimenez |

FAILURE TO RETURN THIS ADDENDUM MAY SUBJECT YOUR RESPONSE TO REJECTION.

1. The Solicitation is hereby modified as follows:

All references to RFP 46-DNCR-24-1959 Bid Opening Date is changed from February 14, 2024, to **February 29, 2024.**

2. The following are questions received about the Solicitation and the State's response to those questions:

| Q. # | Document Section | Vendor Question | State's Response |
|-------------|-------------------------|--|--|
| 1 | Section 1.1 | Will project timelines beyond June 30, 2024, be considered? | Timelines beyond June 30, 2024, will be considered. However, the project shall be finished no later than August 30, 2024. |
| 2 | Section 1.0 | Is there an expectation that the level of detail in identifying essential library service priorities, goals, and objectives for the next 10-20 years have the same level of detail as the next five years? | The strategic plan is usually rendered for 5 years. The level of detail in identifying essential library service priorities, goals, and objectives for the next 10-20 years may not necessarily be the same as for the next five years. Planning for the next five years is often easier to predict trends, technological advancements, and societal changes with a higher degree of certainty. Therefore, detailed planning for this period may be more feasible and practical. |

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| 3 | Section 1.0 | How will the Vendor receive access to relevant NC State Library data necessary for the project and what data transfer (security and privacy) guidelines should we consider? | Past data and statistics can be shared with the Vendor which would not include any PII. Information could be shared via email. If any large files need to be transferred, the State Library of North Carolina (SLNC) will work with the Vendor to determine the best method to do so. |
| 4 | Section 1.0 | What is the allocated funding for this strategic planning process? | The budget amount is not available. |
| 5 | Section 5.2 | How many meetings do you anticipate will be held, and which key stakeholders do you desire to be involved? How will these stakeholders be identified? | At least 5 but can add additional meetings where needed in the gathering of information. "Others" will include representatives from DNCR leadership, DNCR Divisions, NC Public Library Directors Association, NC Library Association, NC Division of Services for the Blind (DHHS), Dept of Public Instruction, NC Genealogical Association, NC Community College System to identify stakeholders for community engagement. Community engagement will include individuals recommended by the aforementioned organizations. |
| 6 | Section 5.2 | Community Engagement: How many community engagement sessions do you desire to be held? | At least 5 but can add additional ones where needed in the gathering of information. |
| 7 | Section 5.2 | Community Engagement: Are these meetings/ community engagement sessions expected to be in-person, virtual, or hybrid? | The meetings will be held in person but will have an opportunity to conduct virtual as needed. |

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| 8 | Section 5.2 | Community Engagement: Which key stakeholders outside of the State Library Commission and the SLNC Leadership are it expected we will engage with and to what extent? | DNCR leadership, DNCR Divisions, NC Public Library Directors Association, NC Library Association, NC Division of Services for the Blind (DHHS), Friends of SLNC Accessible Books and Library Services, Dept of Public Instruction, NC Genealogical Association, NC Community College System Diverse, to ensure community members are included that are reflective audiences served by the SLNC sections to capture a broad range of perspectives (sections: State Library Administration, Library Development, Government & Heritage Library and Accessible Books and Library Services). This might be conducted through surveys, focus groups, interviews, or other means proposed by the Vendor. |
| 9 | Section 5.2 | Needs Assessment for SLNC-ABLS: To execute the needs assessment, what support do you anticipate providing to the selected Vendor in identifying and selecting the appropriate responders? | State Library Accessible Books and Library Services (SLNC-ABLS), Friends of Accessible Books and Library Services, Division of Services for the Blind, and possibly other partners may be able to mail, email, etc. an initial survey created by the Vendor to ensure no personally identifiable information is shared about patrons, members, etc. Survey could be used to solicit volunteers willing to be contacted to share more detailed information. In short, SLNC will work with the Vendor to provide the appropriate responders for the needs assessment. |
| 10 | Section 1.0 | The term service providers is utilized. The NC Division of Services for the Blind is identified as a service provider. Are there other service providers essential to the Strategic Plan? | SLNC-ABLS has recognized the NC Division of Services as a primary partner for comprehensive information and community outreach during the assessment. Other organizations listed as stakeholders may also be considered service providers in some cases. |
| 11 | Section 5.0 | Can you please note any current or recent planning initiatives and projects that could be utilized to inform this process? Do these planning initiatives or projects have any artifacts that can be reviewed? | The only recent planning initiatives have been narrow in scope and connected to specific projects. Any survey results from those may be shared if deemed relevant to a larger strategic plan on a case-by-case basis. |
| 12 | Section 1.0 | Are there any current data (quantitative and qualitative) sources readily available to utilize? | Usage statistics, program attendance statistics, and program/project survey results. |

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| 13 | Sections 5.2,5.4 | Technical Approach: We are asked to address sections 5.2 (Tasks/Deliverables) and 5.4 (Technical Approach). Can you clarify how our responses to these sections should differ? | Section 5.2 lists the Tasks and Deliverables needed to be completed by the Vendor for this contract. The Technical Approach is the Vendor's approach to how it will accomplish the tasks outlined in Section 5.2 of this RFP. A description of each task and deliverable and the schedule for accomplishing each task shall be included. Proposed plan and methodology to complete the work within the scheduled timeframe. |
| 14 | Section 1.1 | Is it expected that all deliverables are completed by June 30, 2024? | SLNC would like to have everything completed by June 30, 2024, however, if more time is needed, the project shall be finished no later than August 30, 2024. |
| 15 | Section 1.0 | What is the budget range for the strategic planning consultation? | The budget amount is not available. |
| 16 | Section 3.4 | What is the budget or range for the development of this RFP? | The budget amount is not available. |
| 17 | Section 5.2 | Can you provide more information about the involvement of stakeholders, particularly the State Library Commission, SLNC-ABLS Friends, and the NC Division of Services for the Blind, in the organizational assessment, community engagement, and needs assessment processes? | Involvement may include meetings (in person or virtual), surveys, focus groups, or interviews, as determined by SLNC and the Vendor. These groups may recommend community members to participate in needs assessment activities. State Library Commission would participate in at least one strategic planning activity. |
| 18 | Section 1.0 | Are there any additional legislative and/or regulatory requirements that the strategic plan needs to adhere to, especially considering the mandates of the State Library Commission and Public Librarian Certification Commission? | Applicable NC General Statutes and NC Administrative Code, including NC G.S. § 125, NC G.S. §143B, and NC Administrative Code Title 07. |
| 19 | Section 1.0 | Can you provide an org chart of the breakdown of SLNC and its 3 departments? Total employee count. | Please see the attached SLNC organizational chart. |
| 20 | Section 5.2 | What strategic plan is SLNC currently following? Is the 2019-2023 plan the current and latest? https://statelibrary.ncdcr.gov/slnc-strategic-planpdf/open | Yes, this is the most current strategic plan. |

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| 21 | Section 5.2 | Where can I find the SLNC Mission, vision, values, and strategic plan? I located the Mission and Vision in the 2019-2023 SLNC Strategic plan on the Statelibrary.ncdcr.gov site. Is this the current? Where can I find the Values? https://statelibrary.ncdcr.gov/slnc-strategic-planpdf/open | Yes, this is the most current information. This contains SLNC's mission, vision, and goals. The document does not include values. |
| 22 | Section 5.2 | Who performed the last strategic plan for SLNC covering 2019-2023? https://statelibrary.ncdcr.gov/slnc-strategic-planpdf/open | Dr. Robert Burgin conducted the last strategic plan. |
| 23 | Section 5.2 | Are there any measurements/KPIs on deployment and results of the "STATE LIBRARY OF NORTH CAROLINA - NEEDS ASSESSMENT -SLNC STEERING COMMITTEE" strategic plan? Which platform was used to get SLNC User surveys? We aim to gather more than the prior steering committees' respondents of 95 for a holistic community picture. https://statelibrary.ncdcr.gov/statelibrarysteeringcommitteereportfinal/open | Unsure what platform was used for surveys in 2018. It is possible it was Survey Monkey, as SLNC had a subscription at the time. The final report in the link is what is available. No assessment of the assessment from 2018 is available. |
| 24 | Section 5.1 | How does SLNC envision ensuring inclusivity in communication during community engagement, especially considering diverse needs and preferences within the communities served? | Our goal is to ensure that our stakeholders, library staff and members of the community, regardless of their background, abilities, or preferences, feels heard, understood, and valued in the strategic planning process. We envision collaborating with local community members to better understand the unique needs and preferences of different groups. This could include a survey, individual interviews or focus groups to collect opinions and suggestions, ensuring that diverse voices are heard. |

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| 25 | Section 5.2 | Can you provide more details on how the Vendor is allowed to engage with communities serviced by ABLS and those not currently utilizing ABLS services but qualify for them? Provide methods accessed before. | ABLS and the NC Division of Services will provide assistance to solidify engagement with the Vendor. This may include ABLS, Friends of ABLS, Division of Services to the Blind, etc. sending out an initial survey created by the Vendor to their communities to ensure no personally identifiable information is shared about patrons, members, etc. Survey could be used to solicit volunteers willing to be contacted by Vendor to share more detailed information. In short, SLNC will work with the Vendor to identify individuals who might participate in needs assessment. ABLS's potential service population has expanded and no needs assessment has been done in the past to identify if there are unmet needs the library could provide previously. |
| 26 | Section 1.0 | What are the SLNC Department goals to develop the 5-year guided plan? | The objective is to set transparent goals for the SLNC based on current and anticipated future community needs as well as legislative and Departmental mandates or requirements. |
| 27 | Section 5.2 | There was a steering committee established and reported out in 2018 prior to the new State Librarian was hired "Timothy Owens (Jan 2019-2021) --> Michelle Underhill (Current)". In this report, it states that the "team will give recommendations/lessons learned to the senior management that were not made public." Would this information be provided before this RFP or will it be provided once the Vendor of choice is awarded? This report contains data that aligns with this RFP as it contains assessment surveys and community conversations. reference: https://statelibrary.ncdcr.gov/statelibrarysteeringcommitteereportfinal/open | No additional files or data associated with the 2018 needs assessment are available. Survey and community conversations questions that were used were included in the final report, but raw data is not available. This will be a new strategic plan. |
| 28 | Section 5.2 | Are there any specific challenges or pain points the SLNC is currently facing that the Strategic plan aims to address? | No. However, the previous plan was created pre-pandemic and community needs and priorities may have changed. |

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| 29 | Section 5.2 | Are there any existing resources or data that the SLNC has that should be taken into consideration during the planning process? Answer: Usage statistics and program information may be shared. | Are there any existing resources or data that the SLNC has that should be taken into consideration during the planning process? Answer: Usage statistics and program information may be shared. |
| 30 | Attachment I | Can you please provide the OMB Standard Form LLL? We didn't find it with the rest of the downloadable forms in the portal. | The OMB Standard Form LLL is part of section 6.6 CERTIFICATION FOR FEDERAL CONTRACTS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS located in the Ariba. Vendors can download by clicking on "References" at the end of the item. |

Check **ONLY ONE** of the following options and return one properly executed copy of this Addendum prior to the Solicitation opening time and date.

- ☐ A response was submitted prior to this Addendum. An updated response has been submitted to address the changes resulting from this Addendum.
- ☐ A response was submitted prior to this Addendum. **NO CHANGES have resulted** from this Addendum.
- ☐ A response was **not** submitted prior to this Addendum. **ANY CHANGES resulting** from this Addendum are included in our response.

ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME

Authorized Signature

Date

Printed Name

Title

STATE LIBRARY OF NORTH CAROLINA

