Consolidated Library District No. 3 a/k/a Mid-Continent Public Library (referred to as the "Library") hereby gives notice of their intent to contract for professional consulting services to help the Library leverage, manage, and address diversity, equity, and inclusion issues within the library system.

SECTION I: GENERAL INFORMATION

Consultants will be responsible for all costs incurred in preparing or responding to this RFQ.

The Library will select a consultant to provide the required services based upon the Statements of Qualification received and the availability of the consultant determined most qualified to provide the required services by the Library's timelines for completion.

The Library may choose different consultants for specific projects, some projects, or all the projects.

The Library is exempt from Federal and State taxes and will execute the required exemption certificates for the consultant(s) if necessary.

The Library is a political subdivision of the state of Missouri and any information submitted to the Library is subject to release as provided for by Missouri Public Records Law. The Library will take reasonable efforts to protect any information marked “confidential,” to the extent allowed by Missouri Public Records Law. As part of the RFQ processes, any confidential information must be submitted in a separate envelope, sealed and marked “Confidential Information” and will be returned to the proposer upon request, after the determination of a list of qualified consultants. It is understood, however, that the Library will have no liability for disclosure of such information. Any proprietary or otherwise sensitive information contained in or with any submittal is subject to potential disclosure. All other materials and documents submitted in response to the RFQ become the property of the Library and will not be returned.

SECTION II: PROJECT BACKGROUND

Mid-Continent Public Library is the largest library system in the Kansas City metropolitan area, serving over 800,000 people in Jackson, Clay, and Platte counties. MCPL provides access through 32 service outlets, including 3 co-located branches and a virtual library. Mid-Continent Public Library’s mission is to enrich our citizens and communities through expanding access to innovation, information, ideas, and inspiration. The Library is governed by a board of twelve appointed trustees, four from each of the three counties in the Library District.
Some significant productivity levels for FY 2019-2020 are the following:

- 322,152 active account holders
- 91.4 Net Promoter Score
- 10,192,452 Total Customer Transactions
  - 3.1m digital downloads
  - 4.7m physical borrows
  - 1.1m accesses of online content
  - 521,000 computer and wi-fi sessions
  - 1.9m physical visits
  - 4.8m virtual visits

SECTION III: PROJECT SCOPE OF WORK

The scope of this project will be to explore Mid-Continent Public Library’s policies, procedures and practices and evaluate them through the lens of diversity, equity, and inclusion. This project will help MCPL fulfill its commitment to identify, address, and to eliminate racial and social equity barriers in services, policies, and practices. This commitment is outlined as a co-signer of Urban Library Council’s Statement on Race and Social Equity. Considering both internal operations and external efforts regarding the providing of services, the evaluation should identify and evaluate (but does not need to be limited to) the following.

- Perform a current organization inventory
  - Efforts with positive outcomes.
  - Efforts with ineffective outcomes
  - Efforts with unintended negative outcomes
  - Structural barriers that affect MCPL’s efforts toward diversity, equity, inclusion, and anti-racism
  - External barriers or external environmental issues that affect efforts toward diversity, equity, inclusion, and anti-racism
- Aid in the creation of a Diversity, Equity, and Inclusion Statement for MCPL
  - Help develop a vision statement with key individuals
  - Develop a communication plan for the statement
- Aid in the creation of recommended HR Policies and Recruitment and Retention Plan
  - Evaluate current practices
  - Develop parameters for a mentorship program
  - Develop strategies to develop a more diverse workforce and to accelerate opportunities to provide prospects for BIPOC employees.
  - Evaluate annual required training for topic like harassment, implicit bias and the like.
- Aid in the creation of a Diversity, Equity, and Inclusion Council
  - Help provide parameters for creating an Employee Resource Group and a Business Resource Group
  - Recommend diversity, equity, and inclusion training and assure it is aligned with the library's strategic plan
  - Set goals, strategies, and questions for inclusion on annual employee surveys
Following notice by the Library to proceed with work, the professional services of the consultant shall provide a contract to outline the work to be done during the work timetable. The services required for the project may include, but are not limited to:

- Written reports
- Presentation to key employees and library leaders
- Facilitating discussions
- Lead working sessions
- Leading training opportunities

SECTION IV: TENTATIVE SCHEDULE

The library intends to start the process as quickly as possible. However, it is important to identify the correct consultant for the library's needs.

- Post and distribute the RFQ
- Entertain questions from potential respondents
- End receipt of responses and review the responses
- Interview the top respondents based on criteria found below
- Enter into a contract/agreement based on the desired scope of work
- Start fieldwork
- Present findings and recommendations

SECTION V: STATEMENTS OF QUALIFICATION

Statements of qualifications should include the following:

1. General information regarding the consultant;

2. The consultant's experience in D&I inventories and audits or substantially similar projects.

3. Provide a proposed and detailed timeline.

4. Availability of the consultant to achieve completion of the project upon an agreed upon timeline proposed.

5. Include a list of all current projects, including projects for which the firm has submitted statements of qualification and is being considered to provide consultation;

6. Past performance as reflected in evaluations of previous and current clients with respect to factors such as quality of work, and meeting deadlines. The consultant should include a list of three relevant projects involving similar work; Descriptions should include the following

   a. Description of client (if unable to provide name) and location;
b. Brief description of the project;

c. When completed or anticipated completion date;

d. Project cost;

e. Other relevant information about the project and the firm’s services;

f. Reference contact person and phone number;

7. List at maximum of three (3) specific and unique qualities that set you apart from others as it relates to this project;

8. Any notable awards or certifications;

SECTION VI: SUBMISSION REQUIREMENTS

The deadline for receipt of firm qualifications and responses to RFQ is **Friday, October 16, 2020 at 4:00 pm**.

Please prepare and submit one (1) physical copy of the proposal. In addition, please submit an electronic copy of the proposal in either DOCX or PDF file format. The electronic copy shall be placed on a flash drive or disc and hand delivered, mailed with the hard copy, or sent via email. Mark the envelope in which the submittals are enclosed as “Qualifications for D&I Consulting” and deliver to:

Steven V. Potter  
Mid-Continent Public Library  
15616 E. US Hwy 24  
Independence, MO 64050

It is the intent of this RFQ to describe the required services in sufficient detail to secure comparable qualifications.

Appropriate questions from firms that are intended to clarify the contents of this RFQ must be submitted in writing and directed to Steven V. Potter, at the address listed above or **spotter@mymcpl.org**

SECTION VII: EVALUATION & SELECTION

The library administrative staff will review and evaluate the proposals in accordance with the evaluation criteria identified in Section VIII and rank the consultants in order of their qualifications. Factors to be considered relative to the qualifications of the consultant will include, but not be limited to, the consultant's credentials, experience, and capability to perform the work.
If the library administrative staff is unable to negotiate a contract with any of the selected consultants, the library administrative staff shall reevaluate and compile a list of qualified consultants and proceed in accordance with the Library’s selection process.

The Library reserves the right to reject any and all qualifications, to waive any irregularities in the qualifications received, and to accept the submittal deemed most advantageous to the best interest of the Library.

Mid-Continent Public Library is committed to equal opportunity. The respondent will not discriminate against any employee or applicant because of race, color, religion, sex or national origin. The respondent agrees to comply with the Fair Labor Standards Act, Fair Employment Practices, Equal Opportunity Act and other applicable State and Federal laws.

The Library has a goal of supporting small businesses and businesses with inherent challenges. Consequently, Mid-Continent Public Library desires to engage a consultant or firm certified by the Missouri Office of Equal Opportunity as Minority Business Enterprises (MBE) and/or Woman Owned Business Enterprises (WBE).

Mid-Continent Public Library is a political subdivision of the State of Missouri, and any contract developing from this RFQ is subject to the laws and regulations of the State governing its contracts, choice of law, venue, and other similar parameters for political subdivisions including RSMO Sec. 285.530.2. Pursuant to that section, any subsequent contract is contingent on providing the Library with an affidavit affirming enrollment and participation in a federal work authorization program respective to the employees working in connection with the services to be provided to Mid-Continent Public Library.

SECTION VIII: SELECTION CRITERIA

The Library will consider the following selection criteria to determine the most qualified consultant for the project:

1. The specialized experience and technical competence of the consultant with respect to the described work;

2. The capacity and capability of the consultant to perform the work, including specialized services, to complete the project;

3. The past record of performance of the consultant with respect to such factors as quality of work and ability to meet schedules;

4. The ability to present and employ local, national, or regional responses that can be workable to create the best project solution;

5. The consultant’s proximity to and familiarity with the Library service area with special consideration for firms located within the library district;
6. Ideally the consultant will be certified as MWOBE by the Missouri Office of Equal Opportunity;

7. The Library’s procurement policies require the library to take the best qualified bid. While fees will be considered, the “best bid” will be the criteria for selection (and not necessarily the “low bid.”);