

**DON RYAN CENTER FOR INNOVATION
REQUEST FOR PROPOSAL (RFP)
Strategic Planning Development/Facilitator Services**

PROJECT SCOPE & TIMELINE:

The Don Ryan Center for Innovation (DRCI) is soliciting proposals from professional firms to provide services that will facilitate the development and deliverables for a Strategic Plan with an emphasis on economic development. Firms with public sector experience are preferred. Prior experience in working with business incubators/accelerators/start-up programs is a plus. The scope will include the development of organizational Mission, Vision, and Values along with a comprehensive set of Goals, Objectives, and Critical Tasks that can be implemented throughout the Don Ryan Center for Innovation (DRCI). An Agreement for 12 months is anticipated and the starting time is projected as September 1, 2017.

DRCI CONTACT:

David Nelems – CEO
dnelems@townofbluffton.com
843-540-0405

PROPOSAL SUBMITTAL DEADLINE & PROCESS:

Proposals, plus samples of work products as detailed herein must be received no later than **2:00 p.m., on Thursday, August 31, 2017**. Proposals will be reviewed by an evaluation committee from the Town of Bluffton. Questions regarding this RFP should be made in writing via email to DRCI Contact listed above no later than end of business on Thursday, August 24, 2017.

SCOPE OF SERVICES REQUESTED:

The services provided by the successful firm shall include but not be limited to:

Task No. 1: Project Initiation & Scheduling

Activity: Consultant will develop a project plan and converse with DRCI's CEO to gain a comprehensive understanding of the goals and expectations for the strategic plan process. The project plan will be developed identifying:

- Local strategic planning team composition and recruitment
- Strategic planning workshop format
- Schedule
- Location and other logistical issues
- Potential impediments and organizational issues

This meeting will also help to establish working relationships, make logistical arrangements, and determine an appropriate line of communications.

Task No. 2: Planning Workshop

Activity: Consultant will facilitate the development of an organizational strategic plan utilizing a planning team that includes representatives of various levels and interests within DRCI. Objectives to be obtained are as follows:

Objective 1: Vision, Mission, and Values

- Vision statements describing the way the organization views itself in the future;
- Mission statement describing the purpose for which the organization exists;
- Values enumerating the principles or ideas that are important to the members.
- Consensus identification of key internal standards creating the moral and practical guidelines of the organization.

Objective 2: Internal and External Assessments

Internal Assessment-

- Identify strengths of the organization
- Identify weaknesses of the organization

External Assessment-

- Identify opportunities facing the organization
- Identify threats challenging the organization

Other Assessments-

- Issues critical to the health and success of the organization

Objective 3: Goals and Objectives

- Preparation of a locally based Economic Development Strategy setting forth goals and objectives for taking advantage of the opportunities surrounding the Town of Bluffton area. Such a strategy, at a minimum, is to address the following program categories:
 - Business Incubation
 - Education & Outreach
 - Business Attraction, Expansion & Retention
 - Workforce Development
 - Business Startup/Concierge Services
- Preparation of an economic development action plan including prioritized target markets, suggested activities, projects, and programs to implement objectives and goals set forth in the strategy.
- Establishment of organizational goals that address the identified concerns of the external and internal customers over a four to five-year timeframe
- For each goal, the development of one or more measurable objectives that are written in such a manner as to describe the criteria by which an outcome is judged complete or successful
- Evaluation techniques and metrics that reflect organizational performance on an annual basis will be identified.
- Development of associated tasks for each goal and objective utilizing the format of identified measurable criteria
- Development of reasonable time for completion

Objective 4: Performance Measurements

- Identification of key performance areas
- Analysis of necessary and available performance data
- Preparation of performance measures from the following categories:
 - Input Measures
 - Output Measures
 - Outcome Measures

Task No. 3: Publication of Final Strategic Plan Report

Activity: Consultant will compile the results of the strategic planning work sessions and produce five (5) original publication quality versions of the final written Strategic Plan document. An electronic, editable version will also be provided for further use and publication.

QUALIFICATIONS/EXPERIENCE:

- Currently possess or be willing to obtain a Town of Bluffton Business License if contract is awarded;
- Have five (5) years of documented past, proven and positive experiences in the public sector providing the services requested;

- Provide at least three (3) references of clients for whom your firm has provided similar services; and
- Demonstrate the ability to provide the requested services.

SELECTION CRITERIA:

1. Cost-effectiveness and a demonstrated effort to be cost-conscious.
2. Proposal price.
3. Experience as related to the development, facilitation and coordination of strategic planning methods.
4. Documented prior experience in handling project(s) of similar size and scope with government entities.
5. Demonstrated ability to meet deadlines.
6. Business integrity and reputation in the industry relevant to scope of services.
7. Proven prior experience, as confirmed by references.
8. Proven skill and reputation, including timeliness and demonstrable results, as confirmed by references.
9. Meets qualifications set forth in this RFP.

PROPOSAL REQUIREMENTS:

1. A biography, resume and/or background of practitioner or agency, including applicable experience, education, awards and any case studies demonstrating prior capabilities, results or other successes.
2. Include a description of the types of services to be provided and a budget for a typical month, showing estimated number of hours and hourly billing rate, and an estimate of reimbursable costs, if any. The proposal should include an hourly cost of service and a rate based on assignments by project. Assume that the firm/individual will work a minimum of 10 hours per week pursuant to the Agreement, with additional hours as approved in advance by the DRCI. In the event of an emergency, the consultant may be contacted at any time of day.
3. Not more than five samples of work done by the individual(s) who would be assigned to complete the work under the Agreement.
4. Identification of the method by which progress reports and performance measurements will be provided to DRCI.
5. A minimum of three references from government agencies or public entities to which the firm has provided services comparable to the services identified and described in this RFP.

SUBMITTAL INSTRUCTIONS:

By submitting a proposal, your firm certifies that it has full knowledge of the scope, nature, and quality of work to be performed. Submittals should be prepared simply and economically, providing a straightforward, concise description of the respondent's ability to fulfill the requirements of the scope of work. Therefore, it is important that each submittal is complete, adheres to the format and instructions contained herein, and is submitted in the most favorable manner possible.

The submittal package shall consist of four (4), one (1) signed original and three (3) complete copies of the Respondents proposal. The submittal package along with the appropriate number of copies shall be sealed and delivered no later than **2:00 p.m., on Thursday, August 31, 2017.**

Packages containing submittals shall be presented as such that they may be easily identified. The outside of the package shall be identified as follows:

Request for Proposal

Strategic Planning/Facilitator services for the Don Ryan Center of Innovation

Attn: David Nelems

Packages containing submittals shall be sent to

**Town of Bluffton – Town Hall
20 Bridge Street
Bluffton, South Carolina 29910**

STANDARD TERMS AND CONDITIONS:

Proposals submitted are offers only, and the decision to accept or reject is a function of quality, reliability, capability, reputation, and expertise of the firms submitting proposals. Issuance of this RFP does not obligate DRCI to pay any costs incurred by a respondent in its submission of a proposal or making any necessary studies or designs for the preparation of that proposal, or for procuring or contracting for the services to be furnished under this RFP.

DRCI reserves the right to accept the proposal that is, in its judgment, provides the best value and is most favorable to the interests of DRCI, the Town of Bluffton and to the public; to reject the proposal with the lowest consultant fee; to accept any item of any proposal; to reject any and all proposals; and to waive irregularities and informalities in any proposal submitted or in the RFP process. DRCI reserves the right to award a contract pursuant to the RFP without further discussion with respondents.