

Town of Rolesville

Strategic Plan Refresh RFP

Questions and Responses

The following responses are provided to clarify the RFP and apply equally to all prospective proposers. The RFP requirements remain unchanged except where specifically clarified below.

Question	Town Response
What department work plans, performance measures, baseline data, or public reporting processes currently exist, and how should firms address areas where historical data are unavailable?	Departments use basic work planning practices, but there is no standardized department work plan format or formal performance measurement framework. Public reporting is limited to required reporting. Where historical data are not available, the consultant may recommend a practical process and timeframe for establishing baselines and future targets.
How many departments or functional areas should proposers assume are included?	Proposers should assume up to nine departments or functional areas. Firms may recommend combining sessions where appropriate.
Is the consultant expected to fully develop each department work plan?	The consultant should develop a consistent work plan framework, facilitate alignment with the Strategic Plan, and work with departments to establish initial work plans. Department staff will provide content and participate in the process.
Are existing performance measures available as a starting point?	No formal Town-wide or departmental performance measures are currently in place. The consultant should recommend an initial set of practical measures tied to the Strategic Plan and department work plans.
What level of engagement should firms assume?	This is primarily an internal process involving Town leadership, departments, and staff. The Town is open to a mix of in-person and virtual engagement.
How many department sessions, Board meetings, interviews, or workshops should firms budget for?	The Town is not prescribing a specific number of meetings or sessions. Firms should propose an approach they believe is appropriate for the scope and schedule and identify any assumptions in their proposal.
Is the public reporting deliverable intended to be a reporting framework rather than a functioning dashboard?	Yes. The consultant should recommend the reporting structure, measures, responsibilities, reporting frequency, and sample format. Software procurement, configuration, or development is not part of this scope.
Does the Town have a preferred software platform for future performance reporting?	No platform has been selected. The reporting framework should not depend on a specific software product.
Will previous strategic planning materials be available?	Yes. Relevant materials from the development and implementation of the 2024-2029 Strategic Plan will be provided to the selected consultant.
Will virtual meetings be accepted?	Yes. The Town anticipates a hybrid approach and is open to both virtual and in-person meetings.

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Can relevant experience of key personnel from prior employers be considered?	Yes. Relevant experience may be considered if the individual's role and responsibilities are clearly identified. Firms should distinguish individual experience from work performed by the proposing firm.
Will experience of a subconsultant or teaming partner be considered?	Yes. Relevant experience of proposed team members and subconsultants may be considered. Roles and responsibilities should be clearly identified in the proposal.
Can federal government projects be used as relevant past performance examples?	Yes. Federal government projects may be included as supplemental examples if they are directly relevant to the scope of this RFP. However, the requirement for at least three comparable local government projects remains. Federal projects will not replace the local government experience requirement but may be considered as additional evidence of relevant experience.
Is there a budget range or not-to-exceed amount for the project?	The Town is not providing a project budget or not-to-exceed amount. Firms should propose a cost based on their recommended approach to the scope.
What is the proposal submission method?	Proposals should be submitted electronically by email to spearson@rolesvillenc.gov in accordance with the RFP.
Is there flexibility in the 12-week schedule?	The Town expects the core work to be completed in approximately 12 weeks. Firms should identify any schedule assumptions or minor adjustments they believe are necessary.
Where has implementation of the 2024-2029 Strategic Plan been most difficult?	The Town is seeking the consultant's assessment of implementation progress, gaps, and opportunities and does not want to predetermine those findings through the procurement process.
Note: The Town may issue additional clarifications or addenda if needed. Proposers are responsible for reviewing all posted RFP materials before submitting a proposal.	