CHARLOTTE MECKLENBURG

LiBRARY

Request for Proposals

**Design & Development of Content Management System
for
Charlotte Mecklenburg Library
Issued February 16, 2026**

**Proposals Will Be Received Until
2:00PM EST March 20, 2026**

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INTRODUCTION

Charlotte Mecklenburg Library (CML) is soliciting proposals from qualified firms to provide a Content Management System (CMS) to schedule, manage, and deliver digital content to large-format immersive media displays located in the new Main Library in uptown Charlotte. This procurement is intentionally focused on the CMS/platform layer only; content creation, motion design, and/or digital public art production are not part of this request. This project will be foundational for bringing to life the Library's vision for two signature digital media environments — an Immersive Theater and Digital Visualization Lab— which will serve as dynamic platforms for public art, storytelling, learning, and community connection.

The selected vendor will serve as the implementation lead and technology project manager for the CMS workstream, coordinating with CML stakeholders and Mecklenburg County's AV integration and IT partners to achieve a stable, supportable launch.

The new Main Library is designed as a public commons — a place where all can gather to learn, create, and share ideas. Its digital features will extend this mission by merging culture, technology, and art to inspire visitors, including immersive media environments designed for public programming, digital visualization, and evolving content over time. These environments require a staff-friendly, secure, and sustainable CMS that allows Charlotte Mecklenburg Library to place and schedule content without relying on specialized engineering support for updates and refreshes.

About Charlotte Mecklenburg Library

Charlotte Mecklenburg Library is one of America's leading urban public libraries. Located in Mecklenburg County, the library system serves a diverse community of over one million citizens through 21 branches, outreach and on-line services. Since our founding in 1891, and as an original Carnegie Library in 1903, our role as a provider of lifelong education and learning in this community has never been more relevant.

CML is beloved by many, with 70% of Mecklenburg County residents stating that they had visited a Library location in the last 12 months. There were well over 2.2 million visitors to the various Library locations in Fiscal Year 2024.

The Library has 482 full and part-time employees, along with an extensive volunteer network that engages more than 1000 people throughout the year. For FY2026, operating expenditures totaled $55.7 million.

Charlotte Mecklenburg Library recently adopted a new strategic direction for FY26-28, with a major component being the opening of a new Main Library. The iconic new Main Library will be the flagship of the system; a free, open, and accessible information hub for all as well as a destination for local, regional, and national engagement.

Mission, Vision, Values & More

Our mission is to improve lives and build a stronger community. Charlotte Mecklenburg Library envisions itself as the essential connector of a thriving community of readers, leaders and learners. We value learning, openness, respect, inclusion and leadership. Our brand promise is to be accessible and welcoming to all while celebrating and supporting the joy of reading and learning, fostering exploration and personal growth, and connecting individuals to each other, the community and the world.

We believe wholeheartedly in intellectual freedom. The Library is committed to protecting the First Amendment's guarantee of free and open access to information and ideas–a principle vital to our democracy and to each individual's search for knowledge. We seek to provide our diverse community with a comprehensive collection of materials, services and programs providing a wide range of knowledge and perspectives.

1 Charlotte Mecklenburg Main Library Rendering, Snøhetta

PROJECT OVERVIEW

The new Main Library will serve as the flagship facility for the Charlotte Mecklenburg Library system. Scheduled to open in spring of 2027, Main Library will be a dynamic civic hub for learning, creativity, and connection—an essential public space where technology, storytelling, and culture intersect.

The Library anticipates an approximate 3-6 month design and development window for the scope of work described in this RFP, with an additional timeframe for installation, training, and other work as occupancy schedules and construction timelines allow. CML expects a level of support from the chosen vendor through the opening of the Main Library.

PROJECT BACKGROUND

In early 2025, the Library engaged Deep Background, a design intelligence firm, to lead a comprehensive study of the new building's specialized digital media spaces. The firm's work established the conceptual user experiences for the Immersive Theater and Digital Visualization Lab ("DigiViz"). Their research—supported by surveys, interviews, data analysis, and collaboration with CML staff and the construction team—outlined how digital media could best support the Library's mission and serve Charlotte's diverse audiences.

Deep Background identified key functions of each space, outlining a community-driven digital media strategy:

The Immersive Theater, located on the ground floor, is envisioned as a digital town square for public art, storytelling, and event-based programming. On a 20x9' digital canvas, library visitors will experience:

- Digital art and other media created by local artists and collaborators
- Engaging information about Charlotte culture and history through video and graphics
- Immersive presentations with the theater serving as a large-scale backdrop and visual aid
- Interactive, motion-sensor controlled activities, digital exhibits, and more

DigiViz, located on the second floor, is an intimate sensory environment with a 270-degree screen spanning two-thirds of the room. This space will be ideal for smaller groups seeking:

- Sensory immersion during gaming and active programs
- Meditative and calming experiences
- Interactive media exploration and data visualization.

The firm's recommendations defined four media modes—Digital Public Art, Meditative Space Theming, Programming Augmentation, and Parasocial Content—as the core framework for these experiences. These modes balance artistic expression, calm and reflective space-making, program support, and community storytelling.

This RFP represents the next step in this project: engaging a technology partner to develop the supportive framework for these spaces through software engineering, project management, installation, and staff training.

The successful proposer will collaborate closely with CML project staff and the Library's construction and AV integration teams to deliver a fully operational, sustainable CMS that meets the operational and aesthetic needs of these spaces.

2 Immersive Theater Concept Rendering, Snøhetta

SCOPE OF WORK

Charlotte Mecklenburg Library seeks a qualified partner (or partners) to execute the technical and operational development of two digital media environments at the new Main Library: the Immersive Theater and the DigiViz Lab. This scope does not include media and content creation.

Minimum Functional Requirements
Proposals must explicitly address the requirements below and note any exceptions.

- Content management of two immersive display endpoints with differing aspect ratios/geometry.
- Support for video and image assets at high resolution suitable for large-format displays.
- Scheduling with recurring rules and calendar controls; playlist support; and manual override capability.
- Role-based access control; audit logs; and secure authentication (SSO preferred, if available within CML environment).
- Reliable deployment to playback devices with local caching and graceful recovery after network or power interruption.
- Monitoring/alerting and a defined process for diagnosing and resolving failures.
- Exportability of content and schedules (standard formats preferred).

The base scope is organized into the following deliverables. Respondents may recommend refinements, but must clearly identify any assumptions and dependencies.

DELIVERABLES

Project Initiation and Requirements

Kickoff meeting(s) with CML stakeholders, IT, and AV integration partners.
Confirm display endpoints, playback architecture, network constraints, and hosting/security requirements.

- Define CMS users, roles, permissions, and content workflows (draft/review/publish).
- Define content types, file standards, naming conventions, and versioning approach.
- Provide specific hardware recommendations to support media operations
- Define scheduling needs (dayparting, playlists, modes, event overrides).
- Produce a requirements and implementation plan document, including a risk register and mitigation plan.

CMS Platform Delivery (Configuration and/or Development)

- Provide a web-based, sustainable CMS portal accessible to authorized staff (cloud hosted or on-premise as approved).
- Provide an asset library for uploading, organizing, and reusing media assets (video, images, and text-based content entries).
- Support role-based access control (RBAC) with appropriate permission levels (e.g., Admin, Publisher, Editor, Viewer).
- Provide version history and audit logging for content and schedule changes.
- Provide preview capabilities (at minimum: preview of playlists/schedules; preferred: preview or simulation of immersive canvases).
- Provide a publish/deploy mechanism that reliably delivers scheduled content to the playback endpoints.

Scheduling, Modes, and Operational Controls

- Provide scheduling features that support recurring schedules, date/time ranges, and dayparting.
- Provide the ability to group content into playlists and assign those playlists to one or more display endpoints.
- Provide an override mechanism for live events (e.g., temporary take-over content, emergency messaging, or 'event mode').

- Define and implement a practical operational model for staff (including how changes are approved, pushed, and verified).
- Suggest appropriate hardware for show control

Integration and Testing

- Coordinate with AV integrator to validate end-to-end playback (CMS → player → processors → displays).
- Implement a staging environment (or equivalent) for testing prior to go-live.
- Conduct functional testing and user acceptance testing (UAT) with CML.
- Implement monitoring and alerting appropriate to a public-facing installation (e.g., player heartbeat, content playback verification, error alerts).
- Provide a go-live plan and hyper care period following launch.

Training, Documentation, and Handover

- Conduct staff training sessions focused on real workflows (upload, schedule, publish, override, and troubleshoot).
- Deliver an operations manual/runbook including standard operating procedures, escalation paths, and troubleshooting steps.
- Deliver technical documentation sufficient for CML IT and future vendors to understand architecture, integrations, and dependencies (including best practices and minimum asset specs for future content creation to run as envisioned).
- Provide recorded training materials for onboarding future staff.

Warranty, Support, and Maintenance

- Provide a warranty and defect-remediation period post-launch (minimum: 60–90 days; respondents may propose longer).
- Provide an optional ongoing support agreement with defined SLAs, response times, and escalation paths.
- Clearly describe software update policy, including how security patches are handled and how updates are tested and deployed.

Technology Project Management

The selected firm is expected to function as the CMS workstream project manager, coordinating across CML, IT, AV integration partners, and any third-party hosting/provider teams.

- Provide a dedicated project manager and a technical lead.

- Maintain a detailed project plan with milestones, dependencies, and weekly status reporting.
- Facilitate recurring meetings and produce meeting notes with action items and owners.
- Maintain decision logs, risk/issues registers, and change control procedures.
- Support CML procurement/technology governance processes (e.g., security review, vendor onboarding, hosting approvals).

Coordination Requirements:

All work will be developed in collaboration with the Library's internal project team, construction contractors, and audiovisual integration partners. The selected vendor(s) will be responsible for documenting all dependencies and for attending scheduled coordination meetings throughout the duration of the contract.

Project Leads

Emery McTindal – Chief Strategy and Innovation Officer, Charlotte Mecklenburg Library
eortiz@cmlibrary.org

Christine Keitt – Library Project Manager
akeitt@cmlibrary.org

PROJECT CONSIDERATIONS

The ideal vendor will be highly adaptable throughout the development process, as construction is ongoing and timelines may be adjusted throughout the process of opening to the public.

CML is also dedicated to the highest standard of user privacy and data security, and through its partnership with Mecklenburg County Government has a set process in place to vet and approve new technologies. Once a final proposal is accepted and approved, additional time may need to be integrated into the proposed timeline to account for new technology approvals.

The Charlotte Mecklenburg Library's new Main Library represents a multi-year capital investment and a transformative civic project supported by both public and private funding. The Library is committed to ensuring that the digital media experiences developed through this RFP align with the building's architectural vision, technical infrastructure, and community mission.

To that end, the Library encourages proposers to review the following considerations carefully when preparing their proposals.

Coordination with Construction and AV Integration
- Construction of the new Main Library is ongoing. The selected vendor(s) will coordinate closely with CML's staff, relevant project teams, and the AV integration team to ensure system compatibility and installation readiness.
- The vendor(s) will be responsible for reviewing AV drawings and specifications, participating in coordination meetings, and identifying any technical dependencies or design adjustments needed to support the proposed media systems.
- Installation and testing will occur in collaboration with on-site contractors under CML's scheduling and safety protocols.

IT Compliance, Security, and Data Privacy
- CML and Mecklenburg County maintain rigorous standards for technology vetting, cybersecurity, and data management.
- All software, hardware, and network-connected components proposed under this RFP must undergo County IT review and approval prior to procurement and deployment.
- The Library is committed to protecting user privacy and ensuring secure access to all systems. Proposers must describe how data will be handled, stored, and protected, and how user interfaces will minimize the collection or retention of personally identifiable information.
- Any cloud-hosted systems (e.g., CMS or asset libraries) must comply with relevant County policies, including secure authentication, encryption, and backup protocols.

Accessibility, Inclusivity, and Universal Design
- All user-facing systems must follow WCAG 2.1 AA or higher accessibility standards where applicable.
- Proposers should demonstrate how design decisions—visual, auditory, and interactive—will ensure equitable access for visitors with differing abilities.
- The Library encourages inclusive design practices that reflect Charlotte's diversity and foster participation from audiences of all backgrounds.

Adaptability and Phasing
- The Library recognizes that scope and timelines may evolve as construction and technology implementation progress.
- Proposers should design their work plans to accommodate phased implementation, overlapping timelines, and modular deliverables that can be executed independently if required.
- CML reserves the right to award one or multiple contracts based on the Library's assessment of best value, technical specialization, or funding availability.

Community and Stakeholder Engagement
- As a public institution, the Library maintains strong partnerships with donors, creative collaborators, and community stakeholders.
- The selected vendor(s) may be asked to participate in limited community presentations, staff workshops, or stakeholder reviews to ensure alignment with CML's strategic vision and donor communications.
- All public-facing materials and presentations must be coordinated through the Library's Communications and Marketing Department.

Budget and Funding
- Funding for this phase of the New Main project is supported through a combination of public funds and private philanthropic contributions.
- The Library expects vendors to provide clear, itemized budgets.
- Proposals should include recommendations for potential cost efficiencies, value engineering, or optional add-ons that may enhance sustainability and long-term operations.

Target Audience

While the library system serves residents of Mecklenburg County across all ages and demographics, the Main Library will have specialized services focused on older teens to adults. We also want to maximize accessibility across various user needs and abilities, along with reducing hesitation or reluctance to engage audiences who may be less comfortable with technology.

2020 Census Data for Mecklenburg County
- 1.15 million population (projected to add more than 600,000 new residents and reach a total population of 1.7 million by 2050)
- 35.5 median age
- $80,365 median income
- Nearly half of the population has a bachelor's degree or higher
- 69.2% are employed

Possible Uptown User Groups:
- Visitors to Charlotte
- Students from nearby campuses (UNCC, CPCC, Johnson & Wales, JCSU)
- Corporate employees (Bank of America, Honeywell, Truist, Lowe's, etc.)
- Culture seekers (museums, arts, parades, sports)
- Support Services seekers (unhoused, re-entry, government and nonprofit services)
- New residents
- Current resident

PROJECT TIMELINE

The Library anticipates that design, development, and installation for the New Main digital media systems will occur over an approximate nine-month period, followed by a testing and training window prior to the public opening of the new Main Library.

While the exact start date will be finalized in coordination with the selected vendor(s) and CML's construction schedule, the Library expects project work to begin following contract approval and to align with the building's final fit-out and commissioning phases.

The following timeline represents the anticipated sequence and duration of work based. Phases may overlap or proceed concurrently where appropriate.

Item	Date
Kick Off Meeting	May 2026
Design System Approval	By end of June of 2026
CMS & Show Control Prototype Delivery	By September 2026
System Installation	By end of 2026 (dependent on TCO)
Staff Training & Hand Off	By early 2027
Library Opening	Spring 2027

Scheduling Considerations

- The Library will coordinate this project alongside ongoing construction, IT integration, and AV installation.
- All project schedules must allow time for Mecklenburg County IT review and technology approvals prior to deployment.
- The selected vendor(s) will provide a detailed Gantt chart or project schedule during contract initiation, identifying milestones, dependencies, and deliverable dates.
- The Library reserves the right to adjust the final timeline based on construction progress or other external factors.

NOTICE TO PROPOSERS

The successful Proposer must comply with all provisions of the Americans with Disabilities Act (ADA) and all rules and regulations promulgated thereunder. By submitting a proposal, the successful Proposer agrees to indemnify the Library from and against all claims, suits, damages, costs, losses, and expenses in any manner arising out of, or connected with, the failure of the Company, its subcontractors, agents, successors, assigns, officers, or employees to comply with the provisions of the ADA or the rules and regulations promulgated thereunder.

All proposals must be firm and not subject to increase, unless specified within the provisions of this Request for Proposals (RFP) and mutually agreed upon by the Library and the Proposer.

No special inducements will be considered that are not a part of the original proposal document.

Library Rights and Options

The Library, at its sole discretion, reserves the following rights:
- To supplement, amend, substitute, or otherwise modify this RFP at any time
- To cancel this RFP with or without the substitution of another RFP
- To take any action affecting this RFP, this RFP process, or the Services subject to this RFP that would be in the best interests of the Library
- To issue additional requests for information or clarification from Offerors or to allow corrections of errors or omissions
- To require one or more Service Providers to supplement, clarify, or provide additional information in order for the Library to evaluate the Responses submitted
- To negotiate an agreement with a Service Provider based on the information provided in response to this RFP
- To award one or more contract(s)

Public Records

Any material submitted in response to this RFP will become a "public record" once the Proposer's document(s) is opened and the Proposer is determined to be a participant in the solicitation process and shall be subject to public disclosure consistent with Chapter 132, North Carolina Statutes. Proposers must claim any applicable exemptions to disclosure provided by law in their response to this RFP. Proposers must identify materials to be protected and must state the reasons why such exclusion from public disclosure is necessary and legal. The Library reserves the right to make all final determination(s) of the applicability of North Carolina General Statutes § 132-1.2, Confidential Information.

Trade Secrets/Confidentiality

Proposers must claim any material which qualifies as "trade secret" information under N.C.G.S. 66- 152(3) in their response to this RFP and must state the reasons why such exclusion from public disclosure is necessary and legal.

To properly designate material as trade secret under these circumstances, each Proposer must take the following precautions: (a) any trade secrets submitted by a Proposer should be submitted in a separate, sealed envelope marked "Trade Secret - Confidential and Proprietary Information - Do Not Disclose Except for the Purpose of Evaluating this Proposal," and (b) the same trade secret/confidentiality designation should be stamped on each page of the trade secret materials contained in the envelope.

Do not designate your entire proposal as a trade secret, and do not designate pricing information as a trade secret. Doing so may result in your proposal being disqualified.

In submitting a proposal, each Proposer agrees that the Library may reveal any trade secret materials contained in such response to all Library staff and Library officials involved in the selection process.

Familiarity with Laws and Ordinances

The submission of a proposal on the equipment and services requested herein shall be considered as a representation that the Proposer is familiar with all federal, state, and local laws, ordinances, rules, and regulations which affect those engaged or employed in the provision of such services, or equipment used in the provision of such services, or which in any way affects the conduct of the provision of such services; and no plea of misunderstanding will be considered on account of ignorance thereof. If the Proposer discovers any provisions in the RFP documents that are contrary to or inconsistent with any law, ordinance, or regulation, it shall be reported to the Library in writing without delay.

E-Verify Compliance

Per N.C.G.S. 143-133.3 E-verify compliance. Provider shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes (verification of work authorization). Further, if the Provider utilizes a subcontractor, the Provider shall require the subcontractor to comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes.
https://www.ncleg.gov/EnactedLegislation/Statutes/PDF/BySection/Chapter_143/GS_143-133.3.pdf

https://www.ncleg.net/EnactedLegislation/Statutes/HTML/ByArticle/Chapter_64/Article_2.html

Iran Divestment Act

Provider hereby certifies that it is not on the North Carolina State Treasurer's list of persons engaging in business activities in Iran, prepared pursuant to NCGS 147-86.58, nor will Provider utilize on this agreement any subcontractor on such list. This list, along with additional information about the Iran Divestment Act, is available on the Treasurer's Office site: https://www.nctreasurer.gov/iran-divestment-act

Divestment from Companies that Boycott Israel

Contractor hereby certifies that it is not on the North Carolina State Treasurer's list of companies engaged in a boycott of Israel in violation of NCGS 147-86.80 et. seq. and that it will not utilize on this agreement any subcontractor on said list.

Contract Required

The successful proposer will be required to enter into a written contract with the Library, setting forth the conditions specified in this RFP, as well as other standard terms and conditions. The successful vendor shall be solely liable for compliance with all specifications contained herein.

Proposal Duration

All proposals will remain in effect and shall be legally binding for at least one hundred eighty (180) days after the proposal submission due date.

EVALUATION AND SELECTION PROCESS

All bids that are submitted in accordance with this RFP and which meet the requirements as outlined herein will be considered to be responsive bids. Notwithstanding anything to the contrary herein, any and all bids may be rejected, and the Library may negotiate with any or all bidders. The Library will award the contract to the responsive, responsible bidder(s) to ensure the best value contractor(s) is selected.

A short-list of firms may be invited to Stage 2 of the evaluation process, the Interview/Demonstration. Interview/demonstrations are an important aspect of the evaluation process that offers the Library an opportunity to see how the proposer's solution meets the critical components of the RFP. A committee will evaluate the responses and select the top proposal. The Library may elect to make a final selection without holding an interview/demonstration.

Every submitting vendor must meet the following requirements:
- Complete Proposal Certification
- Full response to Proposal Components

Selection will be based on the criteria listed below:

Evaluation Categories	Possible Points
Written Project Work Plan that responds to the Scope of Work defined in RFP	40
Proposed budget and expenditure plan	20
Demonstration of vendor's past success	20
Qualifications of key personnel	10
References	10
Total	**100**

The award will be made pending evaluation of all proposals submitted and approval by the Library's Board of Trustees, anticipated in February 2026.

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Rejection of the Proposal
The Library reserves the right to determine and evaluate the qualifications of the candidates and to reject any Final Proposals.

The Library retains the right to waive minor irregularities in the statement format.

Basis for rejection includes but is not limited to:
- Contains false or misleading statements.
- Not in the format described under Proposal Content.
- Unsigned proposal by authorized person
- Unsigned acknowledgement of addenda form
- Received after the due date.
- Restriction or limitation upon their use.

RFP TIMELINE

The following is the intended schedule for this RFP:

Action	Date
Issue RFP	February 16, 2026
Non-Mandatory Preproposal Meeting (Zoom)	March 4, 2026 at 2:00PM EST
Submit Written Questions	March 5, 2026 at 5:00PM EST
CML Provide Responses to Written Questions	March 9, 2026 at 5:00PM EST
Proposals Due	March 20, 2026 at 2:00PM EST
Committee Review and Finalists Selection	March 23-27, 2026
Final Board Approvals	April 21, 2026
Contract Award	April 22, 2026

Proposal Questions and Inquiries

Interested firms who have additional questions regarding the RFP may submit questions at www.cmlibrary.org/rfp for the purpose of submitting the best proposal possible. Questions should be submitted at www.cmlibrary.org/rfp by 5:00 p.m. EST on March 5, 2026. Questions submitted should include the applicable RFP section. The Library will not accept any questions after this date and time. All questions received and the associated responses will be posted on the Library website at www.cmlibrary.org/rfp. Any oral responses made by any representative of the Library may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

Proposers are expressly forbidden from contacting any other Library employee or Charlotte Mecklenburg Library official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.

Non-Mandatory Preproposal Meeting (Zoom)

The Library will host a virtual Non-Mandatory Preproposal Meeting (Zoom) at 2:00 p.m. EST on March 4, 2026. CML staff will provide a review of the RFP and answer initial questions potential bidders may have. The meeting will take place via Zoom. All firms attending the meeting must register at www.cmlibrary.org/rfp by 12:00 p.m. EST on March 3, 2026. The Non-Mandatory Preproposal Meeting (Zoom) link will be sent to the email address provided during registration. All interested firms are encouraged to attend the meeting; however, the meeting will be recorded and posted online at www.cmlibrary.org/rfp.

Any information resulting from the Non-Mandatory Preproposal Meeting (Zoom) that conflicts with, supersedes, or adds to requirements in the Request for Proposal, will be confirmed by

email to all those attending the Non-Mandatory Preproposal Meeting (Zoom) and will be posted as an addendum to the RFP. The confirming email constitutes the official inclusion of additional information or changes as part of the RFP.

Proposal Submission

Five (5) paper copies in a sealed envelope/package and one (1) electronic copy of the proposal by way of a USB drive, including all required forms, must be submitted to the attention of Walter Freeman, Charlotte Mecklenburg Library, Library Administration Center, 510 Stitt Road, Charlotte, NC 28213 by 2:00pm EST on March 20, 2026. Emailed and faxed submissions will not be accepted. All risk of late arrival due to unanticipated delay – whether delivered by hand, US Postal Service, courier or other delivery service is entirely on the submitting proposer. It is the sole responsibility of the proposer to have the proposal physically in the Library's office by the specified time and date. The time of delivery will be marked on each proposal when received, and any proposal received after the proposal submission deadline will be rejected.

The Library reserves the right to reject any or all proposals. The Library reserves the right to reproduce proposals for internal use in the evaluation process.

The Library will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the Library or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the Library. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the Library will be the sole judge as to whether that variance is significant enough to reject the proposal. Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form.

PROPOSAL COMPONENTS

1. Proposed Project Work Plan (40 points)

Please provide a detailed written Project Work Plan with clearly defined tasks and services that responds to the Scope of Work of this RFP defined above and includes these specific elements:

- Approach and methodology
- Research and execution plan
- Timeline with milestones
- An outline for post-implementation evaluation metrics and sustainability
- Any plans or expected processes for client communication, reporting, and approval.

2. Proposed Budget and Expenditure Plan (20 points)

Please provide a proposed budget that includes costs for each element of the Project Work Plan and an accompanying expenditure plan.

The vendor will be responsible for staying within the budget presented in the proposal and as outlined in the contract. It will be expected that the successful applicant will be able to achieve all the goals set out in the proposal and within the approved timeframe, with any additional funding for content creation or work outside of this project scope being the responsibility of the Library.

3. Demonstration of Applicant's Past Performance (20 points)

Please describe your experience in providing customized software for other public libraries or community institutions within the last five (5) years. Specifically cite your roles and responsibilities for each project or contract. Please list the following:

- Project title, location, year completed and scope
- Client's name
- Successful project elements
- Project challenges and how they were overcome including corrective actions and other responses to notices of deficiencies, if any
- How successes or lessons learned can apply to this contract

All submissions are allowed and encouraged to provide any other information which might aid the Evaluation Committee in ascertaining appropriate qualifications and experience. This includes collateral from completed projects, such as media, that may be used to demonstrate relevant history and/or experience required to successfully complete CML's project.

The firm must disclose any lawsuits or any other type of proceedings – such as arbitration – resulting from any project undertaken by you that is still pending or has occurred on projects within the last five (5) years. Provide related details and outcome of the lawsuit or proceedings.

4. Qualifications of Key Personnel (10 points)

Identify key employee(s) who will conduct the Proposed Project Work Plan. Include:

- Name, title, resume
- Role and responsibilities for this project
- Describe their experience in providing the services required in this RFP with specific examples

5. References (10 points)

Please provide a reference list of at least three (3) clients with which you currently have or have had contracts of similar scope and/or complexity within the last five (5) years. Include the client's name, address, telephone number, and email address of the contact person.

PROPOSAL AUTHORIZATION AND SIGNATURE

This proposal must be submitted to Charlotte Mecklenburg Library, Attn: Walter Freeman, at 510 Stitt Road, Charlotte, NC 28213 no later than 2:00pm EST on March 20, 2026.

By signing below as an authorized representative, the Proposer agrees to be bound by the representations, terms and conditions contained in its proposal and agrees to enter into a contract based upon the terms, representations and conditions contained in the proposal with the Library if this proposal is approved and awarded by the Library.

Proposer (Firm Name) _____

Federal Tax ID #_____

Mailing Address_____

City, State, Zip Code_____

Contact Person_____

Title_____

Telephone number_____ Fax_____

Email_____

_____   _____
SIGNATURE OF AUTHORIZED REPRESENTATIVE   DATE

CHARLOTTE MECKLENBURG
LiBRARY

ACKNOWLEDGEMENT OF ADDENDA

If issued, Proposer hereby acknowledges receipt of the Addenda issued. This form shall be signed by an authorized company representative and returned with the proposal response. Provide number of the Addendum you received, and the date received.

Addendum No. _____ Dated_____

Addendum No. _____ Dated_____

Company _____

Authorized Signature _____

Print Name _____

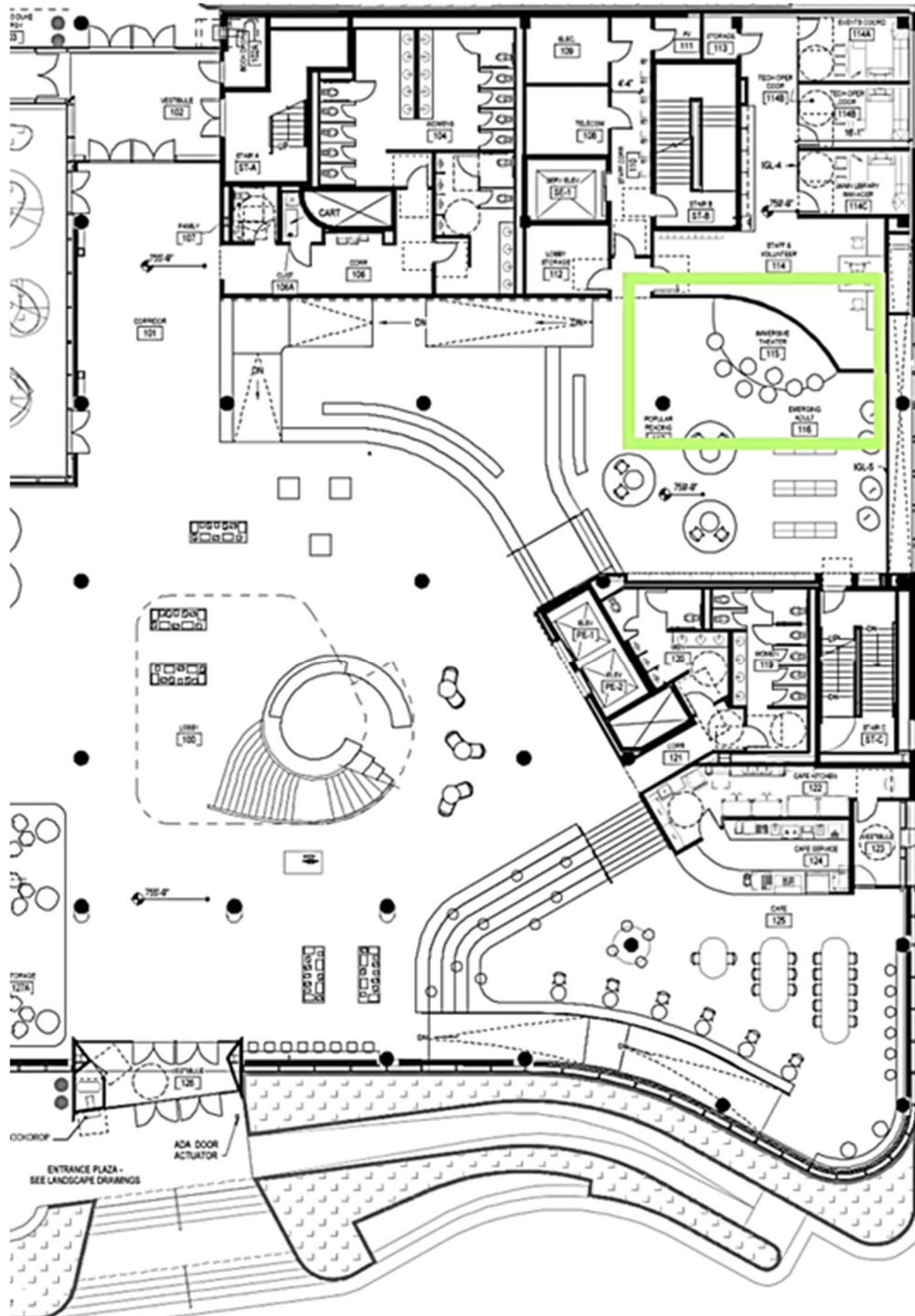Email Address _____

Note: Please print clearly

Charlotte Mecklenburg
LiBRARY

APPENDIX A

Level 1 of New Main Library with Immersive Theater location, Snøhetta

APPENDIX B

Level 2 of New Main Library with DigiViz Lab location, Snøhetta