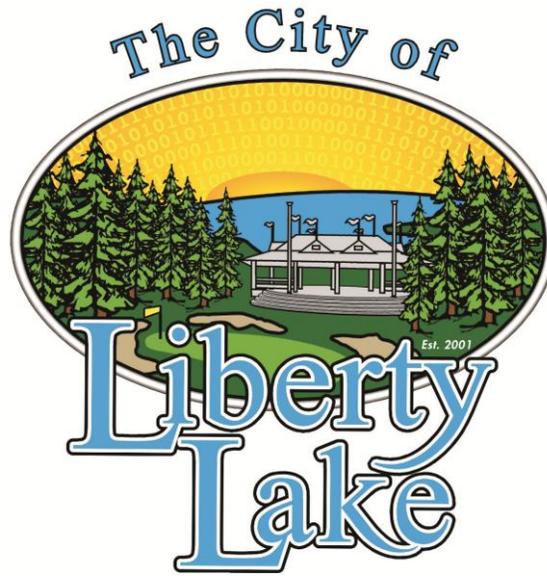


**CITY OF LIBERTY LAKE
MUNICIPAL LIBRARY**



**REQUEST FOR PROPOSAL
COMMUNITY NEEDS ASSESSMENT & LIBRARY MASTER PLAN
Deadline: March 15, 2019**

Purpose of Request

The City of Liberty Lake is submitting this Request for Proposal (RFP) to interested and qualified consultants to conduct a community needs assessment and develop a master plan for the Liberty Lake Municipal Library. The master plan will consist of a strategic plan and a space needs assessment. The community needs assessment will enable the library to gain a deeper understanding of the Liberty Lake community, including opinions and behaviors about library service. The objective findings from this assessment will be used to develop a strategic plan that will act as a roadmap for strategic priorities and support the development of programs and services based upon current and anticipated community needs. The findings and strategic plan will also be a factor in the space needs assessment.

Background

The City of Liberty Lake incorporated in 2001 and is a growing community of approximately 10,400 residents with build out estimated at 18,600. The Liberty Lake Municipal Library is approximately 8,700 sqft and has a collection of 29,000 items with an annual circulation of 150,000. The Library operates six days a week (48 hours) with 9 staff members (3 FTEs). The annual budget for the Library is about \$500,000 and the library is in sound financial shape. A new director started in October 2018 after the retirement of the previous director.

Scope of Work

The City seeks an experienced consultant to:

- 1) Facilitate the strategic planning process using methods effective for public libraries.
 - a. Conduct a community needs assessment that will identify the community's needs as well as its resources. The assessment should also gather data on opinions and behaviors about library service using some or all of the following techniques:
 - i. Gather data through community research including but not limited to:
 1. Collection of demographic data and trend analysis of population currently residing in the library service area from multiple sources.
 2. Community focus groups
 3. Interviews with key stakeholders including City Council, city staff, library staff, community organizations, etc.
 4. Online survey(s)
 - ii. Please include in the proposal your recommended methodology for collection, research, and community engagement.
 - b. Facilitate planning meetings and input sessions with target groups and audiences that may include the public, Library Board, City Council, Library staff, and other stakeholders.
 - c. Review the current vision and mission statements and facilitate revisions, as needed based upon engagement process.

- d. Identify core values and services as well as strategic priorities. Strategic priorities will be based on identified community needs and focus on library service responses.
 - e. Write and present a draft strategic plan that will be presented to the library's stakeholders, with revisions to that plan as based upon stakeholder feedback.
- 2) Using the community needs assessment, strategic plan, identified service needs, and an understanding of library trends, conduct a comprehensive assessment of the organization's current use of space, collections, staffing and resources. The analysis will incorporate recommendations based on bench marked industry standards and best practices as well as forecasted trends in library services and technology.
- a. The space needs assessment will identify the amount of space needed to provide current and future library service focusing on the following questions:
 - i. Is the facility of adequate size and condition for current and anticipated future library service?
 - ii. If it is adequately sized, what options should be considered in repurposing and modifying the existing facility?
 1. How might improvements be phased?
 2. What is the estimated cost of each phase of the remodeling?
 3. What would a general timeline for each phase of the renovations look like?
 - b. The space needs assessment should propose options for public service models, collection sizes, program priorities, administrative spaces, storage, and technology.

Deliverables will include:

- Community needs assessment report.
- A draft and final strategic plan document.
- Space needs assessment with recommendations for phased improvements.
- All raw and summary data.

Required Qualifications

Given the scope of the project, the City of Liberty Lake is seeking a qualified consultant experienced in providing the services outlined. The successful consultant will have:

- Demonstrated professional experience and knowledge of community needs assessments, strategic planning, and space planning and functionality, with experience specific to libraries.
- Demonstrated experience in community engagement and facilitating public meetings.
- Demonstrated knowledge of library operations, research, statistical analysis, and experience integrating findings in master planning documents.
- In-depth knowledge of traditional, current, and developing library services and resources.

- A demonstrated knowledge of emerging trends in library services, the applicability of new and emerging technologies, and their potential applications in a library setting.
- An ability to work with diverse groups of people representing varied points of view.
- A proven track record in project management, including managing scope, schedule and budget while achieving positive results with other public library master planning projects.

Proposal Elements

Each proposal is limited to 15 double sided pages (excluding cover and dividers), and should include the following elements:

1. Overview/Scope – Include a summary of the outcomes and deliverables that will be derived from the consultant’s community needs assessment and master plan process.
2. Description of Consulting Team – Identify the project manager and include a list of key personnel who are proposed to be assigned to this project, their project roles, and relevant qualifications and experience.
3. Description of Consulting Firm - A summary of the consulting firm’s structure, qualifications and relevant experience.
4. Plan of work and technical approach – A project management plan that includes a description of the methodology, tasks, and timeline including a schedule of project milestones, and estimated total amount of time what would be spent on the project.
5. Cost – Address each phase or project milestone, giving the total cost associated with each, including material costs, professional fees, travel and other associated expenses. Also include the total project cost.
6. References – Provide at least five (5) references for similar projects; include a summary of the project, the date completed, and the name, address, and phone number of each to contact.

Proposal Submittal

Signed proposals are due on March 15, 2019 at 5:00 pm PST. Proposals may be submitted by mail or electronically (PDF via email) to:

Liberty Lake Municipal Library
 Jocelyn Redel, Library Director
 23123 E. Mission Ave.
 Liberty Lake, WA 99019
 509-435-0777
jredel@libertylakewa.gov

Proposals received after the deadline will not be considered.

Evaluation Criteria

The following elements will be reviewed, scored and a decision made based on the responses:

Evaluation Form for Selection of a Consultant	
Criteria	Rating
<p>Firm and Individual Qualifications: 30 points</p> <ul style="list-style-type: none"> • Names and qualifications of individuals to be assigned to the project. • Experience of company on similar projects. • Experience of project team on similar community needs assessment and master planning projects. • List of any sub-consultants, their experience, qualifications and hourly rates. 	
<p>Plan of Work and Technical Approach: 30 points</p> <ul style="list-style-type: none"> • Overview/Scope narrative on your understanding of the project and your approach. • Work plan detailing main elements of the project, including methodology and project milestones. • Ability to meet project schedule. • Timeline for project completion. 	
<p>References: 20 points</p> <ul style="list-style-type: none"> • Responses from reference list provided by proposer, with projects of similar scope. (Note: Failure to provide a complete list of references, including complete and correct contact information may result in the proposer being deemed non-responsive.) 	
<p>Price: 20 points</p> <ul style="list-style-type: none"> • Estimate total cost of project, including professional fees and expenses. • Outline of payment requirements. 	

Anticipated Project Schedule

The City’s proposed schedule for consultant selection and design, subject to change, is as follows:

RFP Publication	February 15, 2019
RFP Questions Deadline	March 1, 2019
Proposals Due	March 15, 2019
Interviews	March 25-29, 2019
Notify Selected Firm	April 1, 2019
City Council Approval	April 9, 2019
Project Begins	May 2019
Project Ends	November 2019

Terms and Conditions

The City of Liberty Lake reserves the right to reject any and all Proposal and to waive irregularities and informalities in the submittal and evaluation process. The solicitation for consultant services does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a Proposal. This solicitation does not obligate the City to accept or contract for any expressed or implied services. Furthermore, the City reserves the right to award the contract to the next most qualified consultant if the selected consultant does not execute a contract within thirty (30) days after the award of the proposal.