

**SAN BENITO COUNTY FREE LIBRARY
& TEL Center
REQUEST FOR PROPOSAL (RFP)
LIBRARY NEEDS ASSESSMENT**



**San Benito County Free
Library**

DUE June 3, 2016
at 5p.m.

"A place where the entire community can experience the beauty of learning."
-R. Rivas 1/12/16

PROJECT BACKGROUND

The San Benito County Intergovernmental Committee - a committee comprised of two members of the County Board of Supervisors, two members of each City Council, and the Superintendent of the Office of Education - is seeking qualified consultants to assist in the development of a needs assessment that focuses on technology, education, and library services in the County of San Benito. The intent of this project is to create a comprehensive understanding of operational and building needs for the San Benito County Free Library and eventually a Technology, Education, and Library (TEL) Center. The scope of the project includes facilities and operational needs.

Over the last several months the Intergovernmental Committee (Committee) discussed a request for a needs assessment for the existing San Benito County Free Library (Library). This assessment would serve as justification for funding from the City of Hollister. The Library is currently funded by the County of San Benito with additional grant funding sought out by the Librarian and staff. Current funding information can be found here: <http://sbcvvote.us/county-auditor/county-budget/>. The City of Hollister provides approximately \$15,000 per year; however, a majority of cardholders, approximately 70%, are City residents.

The Committee also discussed "What the future of library services look like in San Benito County and what should they be?" The conversation of the future focused on the educational needs of students, and the technology needs of the community. As a result of the discussion of future services, the idea of partnering for what would be called a TEL Center was created. The mission of the TEL Center, as discussed by the Committee, would be a partnership of the Cities, County, Schools, and the Library to serve not only students, but the entire community – a center that serves as a hub for the community.

On November 17, 2015, the Board of Supervisors approved the recommendation from the Committee to authorize County staff to work with the City of Hollister to develop and advertise a Request for Proposal for a needs assessment for the San Benito County Free Library and a Technology, Education, and Library Center; while directing staff to keep the Board of Supervisors informed of action taken by the Committee on this item on a monthly basis.

On January 12, 2016 during a special Board meeting, the following vision was given during the State of the County by Supervisor and Chair of the Board, Robert Rivas:

"I propose as a top priority to build a new county library and community center. We should build a place of learning and discussion that will be a model for the rest of the state - a place where our entire community can come to experience the beauty of learning. This should not just be a library with bookshelves, but an interactive place where people will gather to share ideas, to read and borrow books, to reserve conference rooms, to attend classes, to use a computer, to browse the internet. A place where one can experience a sense of community. It should be a beautiful building that will be the epicenter of our County. "

The goal of the needs assessment is twofold: develop a comprehensive analysis of the unmet facility and operation needs in the existing Library; and identify the needs (capital

and operational) for a Technology Education and Library Center, a future center that would serve as a hub for the entire community focusing on the following goals:

1. Expand the depth and breadth of library collections including digital resources
2. Raising Literacy and School Standardized Test Scores
3. Provide access to Digital Literacy and Technology for San Benito County Residents: Ages 0-5, school-age, teen, and adult
4. Provide a physical library design and location that accommodates 21st century needs in the areas of technology, education, information, and recreation serving not only library programs, but literacy needs, and other community needs (i.e. conference rooms, and commercial space).
5. Ability to include **non-profit**, private, **and or** commercial sector economic stimulus
6. Ability to incorporate public-private partnerships in order to lower costs, increase services, and remain relevant to users of all ages and demographics.

The existing library facility and service levels are inadequate to accommodate both the present and future needs of the County population. The Needs Assessment should provide a foundation through sound data analysis and other relevant research to help determine the unmet facility and operational needs of the existing Library and the future TEL Center. Both short-term and long-term community goals and needs for *the present library, and TEL Center are dependent on more updated assessments with an emphasis on involvement with local elementary and high schools and business needs.*

In regards to previous assessment history there has been a Professional Building Plan (1991), a Library Building Program Plan for San Benito County (2001) and a Strategic Plan (2011). In addition there have been three library facility needs assessments in March 2007, 2009, and the most recent one was submitted in November 2015. All of these are included as references.

San Benito County Free library Mission Statement: The San Benito County Free Library provides the community lifelong learning opportunities. The library delivers responsive informational, educational, recreational, and cultural library services within a welcoming environment.

History of San Benito County Free Library

September 12, 1960, both the Hollister Public Library and the San Benito County Free Library moved into the newly completed library building at 470 Fifth Street, the present site of San Benito County Free Library. This single Library facility, built to serve a county population of 16,000, originally consisted of 8,800sf. In 1986, the facility was expanded to 2,430sf. to include a multi-purpose room, handicapped access, and public restrooms. Currently, the library occupies 11,230 square feet and serves a legal population of 56,414. The County Office of Education also shares the building, occupying 4,340 square feet of the 15,570 square foot building. Bookmobile Services were restored in 2009 and presently continue to operate.

Major improvements or renovations to the library include roof replacement in 2003, the first automated integrated library system was provided for the public in 2004, six new public computers were made available in 2006, free wireless access provided in 2008, and Open Source (Koha) was implemented as the new integrated library management system in 2010. The adult public computers were upgraded in 2014 to Windows 7 and in 2015 California Research & Education Network (Cenic) was implemented and funded by the State Library Broadband Technology Grant.

Fifty-five years later, the County Library's role in the community has substantially increased with over 60% of the county's diverse population possessing library cards. Statistically shown, the county has a 19% illiteracy rate. Today with the ever growing demands for access to information, a state-of-the-art library is more essential than ever to meet the information **and literacy needs** of our community. Currently, the library faces many challenges. Due to limited resources in funding, space and staffing, upgrades and replacements are needed in the areas of furnishings, flooring, **restroom facilities, windows,** air-conditioning, **electrical,** heating, and plumbing, **while also restoring and maintaining** equipment, **collections, and** technology. To meet the current needs of the community, it is essential to provide dedicated spaces for group and individual study, including literacy and technology learning labs. The Library also needs adequately sized community meeting rooms **and tutoring spaces are also greatly needed.**

Other challenges of the existing Library include:

- Located in an earthquake prone & **struggling yet vibrant** downtown area
- Lacks adequate parking and off-street parking lots
- Suffers from inadequate electrical, **lighting,** ventilation & noise reduction capabilities

SUPPORTING AGENCIES

Friends of the San Benito County Free Library was organized as a 501(c)3 non-profit group in February of 1980. The Friends is an all-volunteer association without paid staff and a nine member board of directors. They meet monthly and assist greatly with fund-raising activities. These funds are used to support library programs and services. The Library and Friends work in collaboration with local community & national organizations that are listed below.

- First 5 of San Benito County
- California State Library, LSTA & Literacy Services
- Community Foundation for San Benito County
- Monterey Peninsula Foundation
- Women's Club of Hollister
- Hollister School District
- San Benito County Fair Board
- Farm Bureau of San Benito County
- San Benito County Arts Council

- Superior Court of San Benito County & Probation Department
- Gavilan College
- VITA Tax Assistance/IRS State Office & CSWD
- City of Hollister and Junior Giants
- Youth Alliance
- American Library Association
- Parks and Recreation

1. PROPOSAL REQUIREMENTS

Please include the following information in your proposal (addressed in this order):

- a. Table of Contents
- b. Cover Letter
- c. Firm name, address, contact person, title, phone number, and email address
- d. Length of time firm or organization has been in business and the number of Library Facility needs Assessments your firm has previously prepared. Please include with your proposal at least one representative sample of your work.
- e. Project staffing (ability to provide the services). Include the professional training and experience of those who will provide the services.
- f. Scope of work, with outlined approach and strategy. This should include a clear flow chart of activities and a clear description on your firm's approach to data collection to support the Library needs Assessment final report, and a clear delineation of the time required to conduct the study.
- g. A detailed description of the deliverables that firm will provide at the conclusion of the Library Needs Assessment. Costs should not be included in this part of the description.
- h. In a separate envelope marked "Envelope B," include a clear cost structure with a not to exceed price to conduct and present the assessment. The cost estimate should be for the proposed scope of work and deliverables, including any other project-related costs. All costs must be itemized to include an explanation of all fees and costs.
- i. List of two to three references

If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.

The local agencies involved will not reimburse any expenses incurred by the firm submitting a response including, but not limited to, expenses associated with the preparation and submission of the response and/or attendance at interviews. The local agencies involved reserve the right to reject all proposals, to request additional information concerning any proposal for purposes of clarification, to accept or negotiate any modification to any proposal following the deadline for receipt of all proposals, and to waive any irregularities if such would serve the best interests of the local agency as

agreed upon by the collective - City Council, School Board(s), and Board of Supervisors involved. Contract terms and conditions will be negotiated upon selection of the successful Respondent for this RFP. All contractual terms and conditions will be subject to review by the LOCAL Agency and legal department, and will include scope, budget, schedule, and other necessary items pertaining to the project.

Proposals will be accepted until 5pm PST **June 3, 2016**. All proposals must be signed by an official agent or representative of the company submitting the proposal.

2. PROJECT INTRODUCTION AND SCOPE OF WORK

The scope of this project includes all aspects of facilitating a needs assessment for the San Benito County Free Library and a TEL Center, in consultation with the San Benito County Free Library, community leaders, stakeholders, and the community. The objectives of the needs assessment and the final in-depth report should include:

- a. Meetings with County Administration, and the County Librarian and staff to clarify expectations and desired outcomes for improvement to the Library, and programs, services, and a facility for a future TEL Center.
- b. Meet with Superintendent of Schools, District Superintendents, Youth Alliance, LULAC, First Five, senior citizen representatives, and other interested parties, to understand the needs of San Benito County's children and youth and where and how immediate improvements to the existing Library, and a future TEL Center could suit the educational and technology needs of our community.
- c. Assess community satisfaction levels with the quality, quantity, and management of the existing library, its programs, its services, and its facilities.
- d. Determine current resident usage levels of programs and facilities and the appropriateness of when and where these services are offered.
- e. Identify the community's interest in the addition of space or the construction of a new Library (TEL Center).
- f. Conduct a comprehensive data analysis in collaboration with the Library and Office of Education, including census, library, and segmentation data, existing strategic plans, assessments, and surveys, and incorporating updated and other relevant data as available.
- g. Obtain general demographic characteristics for the incorporated and unincorporated areas of San Benito County such as population, poverty rate, per capita income, literacy rate, median property value, and population compilation by age and occupation.
- h. Identify service limitations of the existing Library including but not limited to collections, seating, staff offices, technology, meeting rooms, special purposes, work areas, and ability to supervise library operations visually. As part of service limitations, identify what services aren't offered that could be offered if different or additional space was available.
- i. Identify the physical limitations of the existing Library in terms of structural integrity, energy conservation, health and safety, disabled access, acoustics, space flexibility/expandability, access to parking, and functional spatial relationships.
- j. Identify space needs for collections, seating, staff offices, technology, meeting

rooms, special purposes, work areas, office space, and ability to supervise library operations visually for a TEL Center. Consideration for commercial involvement should be given.

- k. Based upon information gathered on space needs provide an estimate for renovation of the current Library that would address space needs, and an estimate for the construction of a new facility, TEL Center, addressing any unmet needs the current Library may not accommodate.
- l. Conduct a comprehensive financial analysis of the existing facility and equipment identifying potential cost saving areas.
- m. Prepare a written report summarizing all methodology, findings and specific recommendations (including but not limited to recommendations relating to efficiencies and cost savings)for current and future San Benito County Free Library services and an outline of programs, services, and layout of a TEL Center for the future.

As part of developing the Library needs Assessment it is expected that time will be built in for:

- 1. Scheduling, inviting, organizing and moderating at least three community outreach and stakeholders meetings to gather input.
- 2. Numerous meetings with County Library Staff and County Administration Staff
- 3. Numerous meetings with Friends of the Library, and other Library partners to present the final Library Facility Needs Assessment.
- 4. Weekly Progress Reports to the Intergovernmental Committee and County Administration.

Library Facility Needs Assessment Report

The final report must include in-depth narrative on data collection, data analysis, and data interpretation. The report must also include an executive summary and reference to any relevant material used. If a questionnaire is used for data gathering, a copy of the questionnaire/survey must be a report exhibit.

The final report must be made available in electronic and paper copy. All data collected must be submitted with the final copy of the report.

3. REQUEST FOR PROPOSAL AND PROJECT TIMELINE

Request for Proposal Timeline:

All proposals in response to this RFP are due no later than 5p.m. PST June 3, 2016 at 5pm.

Evaluation of proposals will be conducted from June 6 – 17, 2016. If additional information or discussions are needed with any bidders during this window, the Respondent(s) will be notified.

Interviews will be scheduled during the month of June 2016, if needed.

The selection decision for the successful respondent will be made no later than July 26,

2016. Upon notification, the contract negotiation with the successful Respondent will begin immediately. Notifications to bidders who were not selected will be completed by July 15, 2016.

Project Timeline:

Project is expected to be completed by December 31, 2016.

4. PROPOSAL EVALUATION CRITERIA

The Intergovernmental Committee in consultation with the San Benito County Free Library will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following:

- Overall proposal suitability: proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- Organizational Experience: Bidders will be evaluated on their experience as it pertains to the scope of this project
- Previous work: Bidders will be evaluated on examples of their work pertaining to conducting needs assessments as well as client testimonials and references
- Value and cost: Bidders will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project

Each Respondent must submit 3 copies of their proposal to the address below by June 3, 2016 at 5p.m. PST:

San Benito County
County Administrative Office
481 4th Street
Hollister CA 95023

5. CONTACT INFORMATION/QUESTIONS

Resource Management Agency, Adam Golstone
(831) 902-2207

INQUIRIES

Specific questions about current library space should be directed to Nora Conte, San Benito County Librarian, at (831)636-4107 or email: nconte@cosb.us

6. Criteria for Award

- This request for proposal and quote does not necessarily contemplate an award based solely on price. Rather, the local agencies involved reserve its rights to reject any or all proposals or any portion thereof that it may determine to be the best value and overall contract.

- The content of any proposal submitted is to remain valid and available to the local agencies for ninety (90) days from the day proposals are due.
- The successful candidate agrees that he will not assign, transfer, or subcontract any portion of the award, unless indicated.

7. Indemnification

The Consultant shall not assert any claim arising out of any act or omission by agent, officer or employee of the local agencies involved in execution or performance of this Agreement against any such agent, officer or employee.

The Consultant expressly agrees to at all times indemnify, defend and save harmless County of San Benito, City of Hollister, and City of San Juan Bautista and its respective officers, agents, and employees on account of any and all demands, claims, damages, losses, litigation, financial costs and expenses, including counsel's fees, and compensation arising out of personal injuries (including death), any damage to property, real or personal and any other loss, expense or aggrievement directly or indirectly arising out of, related to or in connection with the Project and the work to be performed hereunder by the contractor, its employees, agents, subcontractors, material suppliers, or anyone directly or indirectly employed by any of them. The Contractor shall and does hereby assume and agree to pay for the defense of all such claims, demands, suits, proceedings and litigation. The provisions of this paragraph shall survive the expiration or early termination of this Agreement and shall not be limited by reason of any insurance coverage.