

DATE: 05/05/06

ABC DISTRICT LIBRARY

REQUEST FOR PROPOSAL Information Technology Strategic Planning Consultant

It is the Vendor's responsibility to read the entire document and to comply with all requirements listed herein.

Submittal Due Date and Time:

All submittals **must be** received on or before *500 p.m. EST on Wed., July 5th, 2006.*

Original Proposal and 10 copies to (regular mail only)

ABC District Library
123 ABC Road
ABC, MI 12345
ATTN: Director
PH: 123-456-7890
Email: abc@abc.com

**Faxed Submittals Will Not Be Accepted
Late Submittals Will Not Be Accepted**

Respondent Identification

Company Name

Company Contact

Telephone no. (include area code)

E-mail

If not submitting a response to this request, then check box and return this sheet.

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1.0 GENERAL DESCRIPTION

1.1 Purpose

The ABC District Library System is the recipient of an LSTA (Library Services and Technology Act) Planning Grant.

The ABC District Library Technology Strategic Planning Committee is soliciting proposals for the assistance of a qualified Consultant to evaluate our automation infrastructure with a view toward enhanced connectivity between member libraries and system headquarters. The ABC District Library wishes to be to be a reliable provider of end user information technology to our users and meet public expectations of reliable, modern, accurate and easy to use technology. The consultant will also assist in the development of a technology plan for the ABC District Library.

1.2 SCOPE

The Consultant will assist the Luzerne County Library Technology Strategic Planning Committee in evaluating existing technology; make recommendations for replacing/upgrading equipment and WAN options, and ultimately develop a technology plan. Our proposed timeline for this project pursuant to the terms of the grant will be quarterly subsequent to the first quarter which encompasses the hiring phase. This timeline is set forth in **3.2.1** of this RFP.

1.3 TIMETABLE FOR SUBMISSION OF PROPOSALS

The following timetable is provided to assist bidders.

May 5, 2006	Issue RFP
June 16, 2006	Deadline for consultant's questions prior to submission
July 5, 2006 5:00PM	Deadline to submit proposals
August 4, 2006	Committee meeting to review proposals/selection of consultants to interview
August 21-25, 2006	Consultant Interviews by phone. August 25 th vote on award of contract
September 1, 2006	Award of Contract
On or about September 5, 2006	Consultant's work begins

2.0 BACKGROUND

2.1 ABC District Library

The ABC District Library was founded in 1984. The system serves the northeastern Pennsylvania County's 319,250 residents (if we include the Hazleton Area branches, then the total is 328,086). It is comprised of ten autonomous libraries: Back Mountain Memorial Library in Dallas; Hazleton Area Public Library in Hazleton and four branches in surrounding communities, two of which are in a neighboring county; Hoyt Library in Kingston; M.S. Kirby Library in Mountaintop; Mill Memorial Library in Nanticoke; Osterhout Free Library and three branches in Wilkes-Barre; Pittston Memorial Library in Pittston; Plymouth Public Library in Plymouth; West Pittston Library in West Pittston and Wyoming Free Library in Wyoming. Most of the libraries are located in the Wyoming Valley and are a short drive from each other. The Hazleton Area Public Library is approximately 25 miles south of Wilkes-Barre. During the period from 1999 through 2000, the ABC District Library received funding from Luzerne County to purchase servers, routers, hubs, switches, workstations, software, the services of IT professionals to provide a site survey, infrastructure plan, and to connect and setup the equipment. Moreover, this provided seed money to automate all 15 library locations within the County, and by the end of 2000, Innovative Interfaces Inc. software's OPAC and circulation modules were up and running at all Luzerne County locations. Further purchases of replacement workstation and server equipment have been made since that time, and Innovative Interface's software has been upgraded. The system participates in the Federal E-Rate program. In 2004, our total circulation was 600,000, total number of public use computers was 145, total number of staff use computers was 76, and the total number of electronic resources (computer) users was 160,000.

2.2 Project Background

Since the initial automation during 1999-2000 and purchase of servers, routers, hubs, switches, workstations, software, and IT services, only a portion of these items have been updated, upgraded and re-evaluated based upon periodically available resources, with a resultant lack of uniformity among operating systems and mismatched and aging hardware. Further, operating system and other software conflicts have developed within and between servers and workstations, causing the software, workstations and network to be slow and unreliable, and at times, completely incapacitated. This causes numerous interruptions in the services provided to the public and the work performed by staff. Some examples of the technological problems we face daily include but are not limited to: - Latest server software such as MS Exchange 2003 loaded on our mail server, is incompatible with older workstations loaded with Windows 98, preventing logging on to the network; - Old server equipment running Windows 2000 Server software which is obsolete, causing conflicts with workstations resulting in the inability to access data stored there. This server handles needs including but not limited to filtering, virus protection management of users and computers, security and security policy, back up of data and some circulation software among others; - Insufficient bandwidth connecting a server to member libraries (56k frame relay) which slows down, and often corrupts and disables, the circulation and cataloging software (Innovative Interfaces Millennium Silver), by creating a slow connection and packet loss. The recently upgraded software requires much greater bandwidth on its own, and as it competes for connectivity with other software and services provided over the same connection; - Our anti-virus software

Trend/Office Scan becomes disconnected from workstations to server due to poor bandwidth, leaving workstations open to viruses, trojans, hackers, spyware, etc.; - Workstations over six (6) years old are numerous, with old operating systems and hardware that prevent them from connecting to the server and/or providing basic functionality. Official problem reports to the county library system from member libraries averaged approximately fifteen (15) per month in 2005. Additionally, the office of the Automated Services Coordinator reports the almost daily receipt of phone calls from member libraries who in many cases have resigned themselves to poor technological operability as “business as usual”. Budgetary constraints and limited resources may make a complete system wide replacement of hardware and software unfeasible at this time, and in light of this, it is necessary to optimize the performance and interoperability of all the equipment currently owned by the system and member libraries with limited additional purchases. As a result of these infrastructure problems, patrons are routinely greeted with “out of order” signs on internet terminals connected to the network, and scheduled programs and classes based around computer technology are often cancelled. At the circulation desk, patrons are met with delays during checkout, renewals and account look-ups. OPACS are “down”, and valuable databases such POWER Library and Live Homework Help become inaccessible. Workstations are slow or broken, and thus the “wait time” for these machines increases. Patrons are inconvenienced as they plan their days around a library visit and in particular, children, their parents or caregivers, and students whose visits require coordinating their busy schedules with available time which is at a premium. Overall, there is a sense among staff that the patron perception of our library system as a reliable provider of end-user information technology is damaged; patron complaints about computers have been increasing. Without a comprehensive technology plan, replacement has been haphazard.

A planning committee made up of the System Administrator, District Consultant, and ABC District Library Automated Services Coordinator has been grappling with these issues. After numerous discussions about what actions needed to be taken, it was decided that having a knowledgeable consultant evaluate the existing technology and make recommendations for the future would be both wise and beneficial.

3.0 SELECTION AND AWARD PROCESS

3.1 Questions prior to submittals

Consultants are encouraged to submit questions by e-mail or by phone to the Automated Services Coordinator prior to the submission of their proposals and in accordance with timetable provided in section 1.3 of this RFP.

3.2 Submittals

3.2.1 Proposed Work Plan, Approach And Timelines

- a. Please provide a detailed description of the Work Plan and Approach based on the following timeline that you would propose using to meet the objectives described

in section 1.2 of this RFP, including phasing and staffing. **ALL WORK MUST BE COMPLETED BY MAY 31st 2007 pursuant to the terms of the Grant, and without exception.** These quarters are :

Second quarter of the grant year. Sept 5 '06- Nov 30 '06

Committee meets with the consultant to provide them with any requested and relevant information; -Schedule site and equipment surveys with the consultant as required.

Third quarter of the grant year. Dec 1 '06- Feb 28 '07

-Consultant conducts site and equipment surveys as scheduled; -System Administrator, District Consultant, and LCLS Automated Services Coordinator meet with consultant to recap progress of visits, and to determine any further information required by the consultant to aid in making recommendations and preparing a plan;

Fourth quarter of the grant year. Mar 1 '07- May 31 '07

Project must be completed by May 31, '07

Consultant prepares report/plans to be submitted to committee by April 15th, 2007; - Consultant provides report/plans to LCLS Automated Services Coordinator, System Administrator, and District Consultant to allow preparation of a questionnaire for a focus group for purposes of evaluating the plans; -Consultant meets with focus group to discuss/evaluate the report/plans; -Meeting by the ABC District Library Board to adopt the plans.

- b. Specify the level of involvement and specific tasks you will require of the
- c. ABC District Library for each objective.
- d. Describe the processes to be used and the deliverables to be produced.
- e. Please identify the Project Lead to be committed to this project and the conditions of the individual's continued availability for follow-on work. Once identified, the project lead cannot be changed without the approval of the ABC District Library.

3.2.2 Statement of Experience

- a. Please provide a description of experience for each type of planning effort identified in section 1.2 of this RFP, with specific reference to public libraries.
- b. Provide at least three executive level (preferably public library directors or district consultants within the state of Pennsylvania) references for each engagement or effort described.

3.2.3 Expertise

- a. Please describe the Subject Matter Experts (SME) that your firm would be willing to commit to this engagement and any conditions and/or restrictions on their availability.
- b. **If the Project Lead is not the primary SME**, please describe the working relationship with the Project Lead.

- c. Describe the intellectual resources that would be utilized in this engagement, including Best Practices, Case Studies or empirical works authored by your firm.
- d. Describe the IT Planning Tools commonly used by your firm in this type of engagement.

3.2.4. Examples Of Strategic Planning Process And Tools

- a. Please describe planning process, models and tools used to develop the Approach and Work Plan in **3.2.1** above and how they were modified for use in the ABC District Library.
- b. Please identify to what extent the process, models and/or tools are proprietary products of your firm.
- c. Provide examples of the processes and models generally used by your firm in guiding client-staffed planning and/or consensus building initiatives, particularly in a public library environment.
- d. Describe the methods and strategies typically used or recommended to communicate strategic planning goals, objectives and activities to/within the client's organization.

3.2.5. Project Cost Planning

- a. Please provide a *Total Project Cost* for the Work Plan and Timeline referenced in **3.2.1** above. For each primary element or milestone of the Work Plan, detail the staff required, their hourly rate/range, and estimated hours.
- b. Please identify the key cost drivers that you expect to influence the costs of this project and your ability to contain them.

Staffing And Rates

- a. Please provide in your RFP submittal your Standard Billing Rate Sheet.
- b. Provide your rates and policies concerning Reimbursable Expenses.
- c. Provide an organization chart and typical project-staffing model (if not covered in a response to items above).
- d. If the firm has multiple offices, describe which office(s) will staff this project.

3.3 Selection Criteria

3.3.1 Quality of Consultant's Approach and Work Plan;

3.3.2 Quality and experience of staff proposed to be used on this project;

3.3.3 Relevance of prior and related experience;

3.3.4 Understanding of the ABC District Library's Environment and Culture;

3.3.5 Compatibility of Timeline and commitments with ABC District Library's needs;

3.3.6 Total Project Cost.

3.4 Evaluation Factors

Qualitative Suitability Points will be determined as follows:

1. The Committee will review the documentation submitted by each responsive proposer to determine how qualitatively suitable the respondent is to meeting the needs of the ABC District Library.
2. Each item has been given a point value which indicates its importance to the ABC District Library. The evaluators may award all the points, none of the points, or some of the points, depending upon how the evaluator rates the Qualitative Suitability of the respondent for the item in question.
3. Evaluator ratings will be averaged to obtain the average point award for each item for each respondent. Then the points will be added to obtain the Qualitative Suitability Score for each responsible respondent.
4. Since it is not possible to totally specify all of the ABC District Library's requirements in this RFP, it is possible that further discussion may take place. Therefore, the preferred proposer, based on the evaluation referenced above, will be awarded the right to negotiate those requirements with the ABC District Library. If the preferred proposer and the ABC District Library are unable to reach agreement, the ABC District Library reserves the right but not the obligation to negotiate with the next lowest respondent.

4.0 GENERAL REQUIREMENTS - INSTRUCTIONS TO PROPOSERS

4.1 Responsive Proposals.

The proposal must be signed, complete, submitted in the prescribed format or on forms provided, and comply with the specifications and legal requirements. All information furnished on the bid must be typewritten or written in ink. Required information and data shall be furnished as requested.

4.2 RFP Submittal Costs.

The ABC District Library is not liable for any costs incurred by Responders in developing the responses and/or attending meetings directly or indirectly related to this Request for Proposal. Respondent is responsible for all costs associated with information, proposals, visitations, orientation training and personnel furnished to comply with this RFP or any subsequent request prior to and after issuance of any resulting contract. All proposals submitted become the property of the ABC District Library and shall not be returned.

4.3 RFP Withdrawal or Modification.

Proposals may be withdrawn or modified by a written or faxed request from respondent no later than three (3) business days prior to RFP closing due date.

4.3.2 Questions and responses of any one Proposer, which the ABC District Library deems may affect or cause an ambiguity in proposal responses, will be supplied to all prospective Proposers by addendum.

4.3.3 Questions and responses, in addition to those provided during the Pre-Proposal Conference, must be submitted in writing and received by the Purchasing Department no later than the cutoff date set for Interim Questions and Responses as outlined under Section 1.3 "Timetable."

4.3.4 The ABC District Library reserves the right to negotiate minor exceptions, irregularities, or errors taken by respondent in this Request for Proposal (RFP).

4.4 Decline to Offer.

Invitees electing not to respond to this RFP are requested to furnish written advice to the ABC District Library.

4.5 Rejection of Proposals.

The ABC District Library may, at its sole option, reject any and all proposals, for any reason, and reserves the right to re-solicit proposals in the event no response to the RFP is acceptable to the system. The ABC District Library is in no way obligated to any respondent for the work as set forth in the specifications.

4.5.1 The ABC District Library reserves the right to accept or reject proposals on each item separately or the RFP as a whole, without further discussion.

4.5.2 Proposals which are incomplete will be considered non-responsive to this solicitation and will be rejected without further consideration.

4.5.4 The Luzerne County Library may, at its sole option, reject any and all proposals without further discussion and/or reject a proposal of any party who has been delinquent or unfaithful in any former contract with the ABC District Library.

4.6. Disqualification of Respondents.

The following may lead to disqualification:

4.6.1 Misrepresentation and/or omission of facts in respondent's proposal submittal or in any other communication from respondent in connection with this RFP process.

4.6.2 Seeking or causing the intervention of third parties in this RFP process, where the purpose is to achieve special advantage in the awarding of any resulting contract.

4.7 Phone Interviews.

Finalists in this RFP will be required to participate in a telephone interview. Scheduling of the time of the interview will be arranged by the ABC District Library as per the timetable in 1.3 of this RFP. Failure to comply, once arranged, may result in disqualification of the respondent.

5.0 TERMS AND CONDITIONS

NOTE: Specific Exception Must Be Taken to ANY terms or portions thereof which Proposer Will NOT Accept in a Contract issued pursuant to this RFP.

5.1 Taxes

The compensation stated in any Agreement issued pursuant to this RFP shall exclude tax, as the ABC District Library has tax exempt status. All applicable forms and proof will be supplied to the Consultant prior to contract.

5.2 Assignment or Subcontracting

The Consultant may not assign or transfer this agreement or any interest therein or claim thereunder. The consultant may not subcontract any portion of the work thereunder without prior consent from the ABC District Library.

5.3 Examination of Records

The ABC District Library, shall have access to and the right to examine any pertinent books, documents, papers, and records of the Consultant involving transactions and work related to this Agreement until the expiration of five years after final payment hereunder. The Consultant shall retain project records for a period of five years from the date of final payment.

5.4 Conflict of Interest

5.4.1. The Consultant shall not hire any officer or employee of the ABC District Library or member libraries to perform any service covered by this Agreement. If the work is to be performed in connection with a Federal contract or grant, the Consultant shall not hire any employee of the United States government to perform any service covered by this agreement.

5.4.2. The Consultant affirms that to the best of his/her knowledge there exists no actual or potential conflict between the Consultant's family, business, or financial interests and the services provided under this Agreement, and in the event of change in either private interests or service under this Agreement, any question regarding possible conflict of interest which may rise as a result of such change will be raised with the ABC District Library.

5.4.3. The Consultant shall not be in a reporting relationship to a ABC District Library or member library employee who is a near relative, nor shall the near relative be in a decision-making position with respect to the Consultant.

5.5 Copyright

The ABC District Library shall own, solely and exclusively, the copyright and all copyright rights to any written or otherwise copyrightable material delivered under this Agreement. The Consultant warrants that all creators of copyrightable material delivered under this Agreement to the ABC District Library are, at the time of the material's creation, bona fide employees or subcontractors of the Consultant, and that such creation is within the course and scope of the creator's employment.

5.6 Consultant's Liability and Insurance Requirements

The Consultant shall defend, indemnify, and hold the ABC District Library and member libraries, its officers, employees, and agents harmless from and against any and all liability, loss, expense (including reasonable attorneys' fees), or claims for injury or damages that are caused by or result from the negligent or intentional acts or omissions of the Consultant, its officers, agents, or employees. The Consultant, at its sole cost and expense, shall insure its activities in connection with the work under this Agreement and obtain, keep in force, and maintain insurance including Comprehensive or Commercial Form General Liability Insurance, Personal and Advertising Injury, Business Automobile Liability Insurance, and, Professional Liability Insurance,.

5.7 Affirmative Action

The Consultant recognizes that as a public library and receiver of a federal grant managed through the Commonwealth of Pennsylvania, the ABC District Library is obligated to comply with certain laws and regulations of the federal and state government regarding equal opportunity and affirmative action. When applicable, the Consultant agrees that, as contractor, the Consultant will provide proof of compliance to these laws.

5.8 Confidentiality

The Consultant shall use his or her best efforts to keep confidential any information provided by the ABC District Library and marked "Confidential Information," or any oral information conveyed to the Consultant by the ABC District Library and followed by a written communication within thirty (30) days that said information shall be considered Confidential Information. This non-disclosure provision shall not apply to any of the following:

5.8.1. Information which the Consultant can demonstrate by written records was known to him or her prior to the effective date of this Agreement;

5.8.2. Is currently in, or in the future enters, the public domain other than through a breach of this Agreement or through other acts or omissions of Consultant; or

5.8.3 Is obtained lawfully from a third party.

5.9. Non-Waiver

Waiver or non-enforcement by either party of a term or condition shall not constitute a waiver or a non-enforcement of any other term or condition or of any subsequent breach of the same or similar term or condition.

5.10 No Third-Party Rights

Nothing in this Agreement is intended to make any person or entity that is not signatory to the agreement a third-party beneficiary of any right created by this Agreement or by operation of law.

5.11 Standard for Performance

The parties acknowledge that the ABC District Library, in selecting the Consultant to perform the services hereunder, is relying upon the Consultant's reputation for excellence in the performance of the services required hereunder. The Consultant shall perform the services in the manner of one who is a recognized specialist in the types of services to be performed. All deadlines set forth in the Agreement are binding and may be modified only by subsequent written agreement of the parties. The Consultant shall devote such time to performance of its, her, or his duties under this Agreement as is reasonably necessary for the satisfactory performance of such duties within the deadlines set forth herein. Nothing in the foregoing shall be construed to alter the requirement that time is of the essence in this Agreement.

5.12 Dispute Resolution

Any dispute arising regarding the interpretation or implementation of this Agreement, including any claims for breach of this Agreement, shall be resolved by submitting the claim for arbitration to the American Arbitration Association in accordance with its rules and procedures applicable to commercial disputes. The location of any arbitration hearing shall be Wilkes-Barre, Pennsylvania, and any enforcement of the arbitrator's decision shall be brought in the appropriate court.

5.13 Attorney's Fees

In any action brought by a party to enforce the terms of this Agreement, the prevailing party shall be entitled to reasonable attorney's fees and costs. The prevailing party shall be entitled to the reasonable value of any services provided to it by in-house counsel. The reasonable value of services provided by in-house counsel shall be calculated by applying

an hourly rate commensurate with prevailing market rates charged by attorneys in private practice for such services.

5.14 Entire Agreement

This Agreement contains the entire Agreement between the parties and supersedes all prior written or oral agreements with respect to the subject matter herein. Any modification to this Agreement must be on Amendment forms.

5.15 Applicable Law

This agreement shall be governed by the laws of the Commonwealth of Pennsylvania