

**REQUEST FOR PROPOSALS FOR PROFESSIONAL SERVICES
TO PROVIDE A STATEWIDE MASTER PLAN FOR LIBRARY SERVICES &
CONSTRUCTION FOR THE PUBLIC LIBRARIES OF THE STATE OF DELAWARE
ISSUED BY THE DELAWARE DIVISION OF LIBRARIES**

I. Overview

The Delaware Division of Libraries seeks a Statewide Master Plan for Library Services & Construction for the State of Delaware. This request for proposals (“RFP”) is issued pursuant to 29 Del. C. §§6902(1), 6981 and 6982.

The proposed schedule of events subject to the RFP is outlined below:

Public Notice	Date: Monday, October 6, 2003
Deadline for Receipt of Proposals	Date: Friday, November 7, 2003 Time: 2 PM EST
Day and date of Opening	Date: Friday, November 7, 2003 Time: 2 PM EST
Location of Opening	Delaware Division of Libraries 43 S DuPont Highway Dover DE 19901
Notification of Award	Date: Thursday, December 4, 2003

The proposal must conform to the requirements of the Proposal Procedures and the Required Information Sections of the RFP. The State specifically reserves the right to waive any informalities or irregularities in the proposal format. Each proposal must be accompanied by a cover letter which briefly summarizes the proposing firm’s interest in providing the required professional services. The cover letter must also clearly state and justify any exceptions to the requirements of the RFP which the applicant may have taken in presenting the proposal. The state reserves the right to deny any and all exceptions taken to the RFP requirements.

II. Scope of Services

Statewide Master Plan for Library Services & Construction

This RFP solicits an in depth strategic plan to develop a statewide library services and construction infrastructure for Delaware libraries. The objectives include addressing capacity needs, locations, streamlining systems, reducing duplication, and addressing and incorporating the diverse governance issues. The overall goal is to develop a plan that incorporates best practices and configurations for library services and construction, manages costs, equalizes ongoing library development, and provides seamless integrated and equal access to library resources for all Delawareans.

The Statewide Master Plan for Library Services and Construction (Master Plan) will have a 20-year scope.

- The Master Plan Consultant (consultant) will make use of Delaware's most current census information and other resources to determine best estimate population projections, economic indicators and demographic predictions throughout the 20-year period.
- The consultant will align library locations and sizes with these projections and with Livable Delaware.
- The consultant will address the array of governing authorities and governance issues, and alignment with the Consortium of Delaware Libraries.
- The consultant will align this project with the First State Quality Initiative Library Project.
- The consultant will address future trends in construction, technology, and the library profession.

The Master Plan will:

- Build a statewide, integrated framework for library services and construction, assimilating state and local governance, creating a common language and definition of terms including tiers of libraries, library services, funding, staffing, operating costs, maintenance, measures, performance indicators, renovations, remodelings, combined facilities, patron policies, and collections.
- Make recommendations regarding:
 - Tiers of libraries
 - For each tier:
 - Library services
 - Library construction, size, fixed space, useable vs. unusable space, design and branding guidelines
 - Funding, operating costs, and State Aid

- Staffing schemes, numbers, and educational level
- Collection development and procurement, size, composition, and turnover rate
- Hours/days per week, security, and accessibility
- Number of computers, technology infrastructure, and support
- Facilities maintenance
- Tier alignment of existing facilities and new or improved facilities.
- Site selection criteria and alternative outlet site considerations
- System and linkages of library services and technology infrastructure throughout the tiers and statewide framework. The consultant will reference the *Statewide Library Technology Plan*.
- Cost effectiveness and efficiency for the system of provision of services, such as one single point of access, countywide, or statewide.
- Implementation of the Master Plan including a transition plan and an annual application process with qualifications (e.g. threshold of local support required) and recommended revisions to *The Delaware Code*, the Public Library Construction Law, and the State Aid formula for State funding support.
- Address the professional, financial, service, and policy relationships between libraries and schools/other social service outlets in combined facilities. The consultant will reference the *Standards for School Library Media Centers* and *School Citing Report*.
- Develop outcome measures and performance indicators for the Master Plan, and for services and facilities within the Master Plan.
- Provide the process and timeline for updating the Master Plan.

The consultant will:

- Facilitate the immediate planning needs of libraries, incorporating pertinent information into the Statewide Master Plan:
 - Conduct Services Planning for:
 - Woodlawn Public Library
 - Kirkwood Highway Library
 - Hockessin Public Library
 - Conduct Facilities and Services Planning for:
 - New Castle Public Library
- Tour and inspect each public library facility, incorporating assessments of facilities and services into the Master Plan
- Conduct a series of meetings with key leaders and library professionals, and provide feedback as the process progresses:
 - Council On Libraries
 - Delaware Division of Libraries staff
 - County librarians

- Library trustees & Friends
- Library directors
- Governing officials & Legislators
- Office of State Planning / Livable Delaware representatives
- University of Delaware, College of Urban Affairs and Public Policy
- Division of Facilities Management
- Department of Education
- The public (library users and non-users)

The deliverables provided by the consultant by December 30, 2004 will include:

- Facilities and/or Services Plans for the four libraries as listed above.
- Conduct a presentation to the Council On Libraries on the final draft plan and the findings.
- Publish the Statewide Master Plan for Library Services & Construction document containing the items outlined in this Scope of Services document.
- Conduct a one full-day statewide workshop for the library community to outline the Master Plan, its purpose and anticipated progress.
- Conduct one session in each of the three counties for the public to outline the Master Plan, its purpose, and anticipated progress.

The proposal should include samples of previous statewide plans produced.

The proposal should provide cost estimates and time estimates by phases, for multiple year phased in implementation.

III. Proposal Procedures

A. Proposals

To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP using the requested format. The State reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with six copies in a sealed envelope conspicuously labeled “sealed proposal - State of Delaware – Library Master Plan” The envelope should also contain the name, address and telephone number of the proposing firm. If delivered by mail, the proposal shall be enclosed in an “inner” enveloped labeled as indicated above.

All proposals must be delivered in person or by mail to:

Attention: Anne Norman, Director
Delaware Division of Libraries
43 S DuPont Hwy
Dover DE 19901

Any proposal submitted by mail shall be sent by either certified or registered mail. Proposals must be received at the above address no later than Friday, November 7, 2003. Any proposal received after this date shall not be considered and shall be returned unopened. The proposing firm bears the risk of delays in delivery. The contents of any proposal shall not be disclosed or be made available to competing entities during the negotiation process.

B. Modifications

Any changes, amendments or modifications to a proposal must be made in writing, submitted in the same manner as the original response and conspicuously labeled as a change, amendment or modification to a previously submitted proposal. Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

IV. Required Information

The following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information may result in rejection of the proposal in the sole discretion of the State:

A. Minimum Requirements

- (1) Delaware business license:
Provide evidence of a Delaware business license.
- (2) Professional liability insurance:
Provide evidence of professional liability insurance in the amount of \$150,000.
- (3) Consultant will ensure the confidentiality of any and all library patron records encountered in the process of conducting the study

B. General Evaluation Requirements

- (1) Experience and reputation
- (2) Expertise in areas pertinent to this particular project
- (3) Capacity to meet the requirements
- (4) Location
- (5) Demonstrated Ability
- (6) Familiarity with public work and its requirements
- (7) Cost estimate must not exceed allocated funding

V. Evaluation Process

All proposals submitted in response to the RFP shall be reviewed by the Proposal Review Committee.

A. Proposal Review Committee

The Proposal Review Committee shall be comprised of Director and administrative staff of the Delaware Division of Libraries and the members of the Council On Libraries. The Committee shall determine the firms which meet the minimum requirements pursuant to selection criteria of the RFP and procedures established in 29 Del. C. §§ 6981, 6982. The Committee shall interview at least one of the qualified firms. The Committee may negotiate with one or more firms during the same period and may, at its discretion, terminate negotiations with any or all firms. The Committee shall make a recommendation regarding the award to the Director of the Delaware Division of Libraries who shall have final authority, subject to the provisions of this RFP and 29 Del. C. § 6982, to award a contract to the successful firm in the best interests of the State of Delaware.

B. Proposal Selection Criteria

The Proposal Review Committee shall assign up to the maximum number of points as stated in this Section for each Evaluation Item to each of the proposing firms. All assignments of points shall be at the sole discretion of the Proposal Review Committee.

The proposals all contain the essential information in which the award decision shall be made. The information required to be submitted in response to this RFP has been determined by the Delaware Division of Libraries and the Proposal Review Committee to be essential for use by the committee in the bid evaluation and award process. Therefore, all instructions contained in this RFP shall be met in order to qualify as a responsive and responsible contractor and participate in the Proposal Review Committee's consideration for award. Proposals which do not meet or comply with the instructions of this RFP may be considered non-conforming and deemed non-responsive and subject to disqualification at the sole discretion of the committee.

The Committee reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject any and all proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all contractors during the review and negotiation.
- Negotiate any aspect of the proposal with any firm and negotiate with more than one firm at the same time.

All proposals shall be evaluated using the same criteria and scoring process. The following criteria shall be used by the Committee to evaluate proposals:

Evaluation Item	Maximum Points
1) Experience and reputation with creating service and construction plans for similar environments. A minimum of three samples and references attesting to satisfactory completion of similar projects	40
2) Expertise in development of quality systems and processes and customer focused delivery systems for similar environments.	25
3) Ability to travel throughout the state. Included in this project is expectation of onsite visits to all 34of the public libraries sites.	10
4) Commitment to delivery of completed study by December 30, 2004. Staff support and materials are to be provided by the consultant.	15
5) Consultant will agree to abide by state law governing public work projects.	5
6) Price evaluation.	5
TOTAL POINTS	100 Points

VI. Contract Conditions

The firm awarded the contract under this RFP shall be subject to the following contractual provisions:

1. Term

The term of the contract between the successful firm and the State shall be from the date of the contract to the date of completion. The contract may be extended by mutual agreement of the parties. The contract may be terminated by either party upon two days written notice. In the event the successful firm materially breaches any obligation under this Agreement, the State may terminate this Agreement upon thirty (30) days written notice.

2. Non-appropriation

In the event that the General Assembly and/or Federal Government fails to appropriate the specific funds necessary to continue the contractual agreement, in whole or in part, the agreement shall be terminated, as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available, at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds.

3. Notice

Any notice to the State required under this Agreement shall be sent by registered mail to:

Attention: Anne Norman, Director
Delaware Division of Libraries
43 S DuPont Hwy
Dover DE 19901

4. Formal contract and purchase order

The successful firm shall promptly execute a contract incorporating the terms of this RFP within twenty (20) days after the award of the contract. No bidder is to begin any service prior to receipt of a State of Delaware purchase order signed by two authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office and the Delaware Division of Libraries. The purchase order shall serve as the authorization to proceed in accordance with the bid specifications and the special instructions, once it is received by the successful firm.

5. Indemnification

By submitting a proposal, the proposing firm agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses

for attorney's fees, arising out of the firm's , its agents and employees' performance of work or services in connection with the contract, regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable, in whole or in part, to the State, its employees or agents.

6. In performance of this contract the firm is required to comply with all applicable federal, state and local laws, ordinance, codes and regulations. The cost of permits and other relevant costs required in the performance of the contract shall be borne by the successful firm. The firm shall be properly licensed and authorized to transact business in the State of Delaware as provided in Delaware Code Title 30, Section 2502.

7. Insurance

The successful firm shall maintain professional liability insurance in the amount of \$150,000.

8. Non-discrimination

In performing the services subject to this RFP the firm agrees that it will not discriminate against any employee or applicant for employment because of race, creed, color, sex or national origin. The successful firm shall comply with all federal and state laws, regulations and policies pertaining to the prevention of discriminatory employment practice. Failure to perform under this provision constitutes a material breach of contract.

9. Covenant against contingent fees

The successful firm warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement of understanding for a commission or percentage, brokerage or contingent fee excepting bona-fide employees bona-fide established commercial or selling agencies maintained by the bidder for the purpose of securing business. For breach or violation of this warranty the State shall have the right to annul the contract without liability or at its discretion to deduct from the contract price or otherwise recover the full amount of such commission, percentage, brokerage or contingent fee.

10. Contract Documents

The RFP, the Purchase Order and the executed Contract between the State and the successful firm shall constitute the Contract between the State and the firm. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter: Contract, RFP, and Purchase Order. No other documents shall be considered. These documents contain the entire agreement between the State and the firm.

11. Applicable Law

The Laws of the State of Delaware shall apply, except where Federal Law has

precedence. The successful firm consents to jurisdiction and venue in the State of Delaware.

12. Scope of Agreement

If the scope of any provision of this Contract is too broad in any respect whatsoever to permit enforcement to its full extent, then such provision shall be enforced to the maximum extent permitted by law, and the parties hereto consent and agree that such scope may be judicially modified accordingly and that the whole of such provisions of the contract shall not thereby fail, but the scope of such provisions shall be curtailed only to the extent necessary to conform to the law.