



[www.BataviaPublicLibrary.org](http://www.BataviaPublicLibrary.org)

# REQUEST FOR PROPOSALS

## for Determining Staffing Needs



Issued: 5 April 2019

**Proposals Due:** Tuesday, 30 April 2019, by no later than 2:00 p.m. Local Time, at the Business Office of the Batavia Public Library

STATEMENT OF MISSION: The mission of the Batavia Public Library is to provide and ensure access to materials and services to meet the lifelong learning needs of residents and organizations, as well as to create a welcoming place to gather, exchange ideas, and participate in cultural events.

## PART 1 — GENERAL TERMS AND CONDITIONS AND SPECIFIC PROVISIONS

### 1.1 General Terms and Conditions

#### A. Purpose and Intent:—

1. The Board of Library Trustees (“Board”) of the Batavia Public Library District (“Library”), a special unit of local government, has authorized the Library Director to seek professional services to determine staffing needs.
2. In particular, the Library seeks to determine staffing needs by department and/or service point (such as Reference Desk, &c.).
3. To this end, the Library seeks services that will determine (or estimate) staffing needs using the “relief factor method” or another approach that qualifies as a best practice.
4. The project’s goals are to:—
  - a. Determine staffing needs / appropriate staffing levels based on the Library’s current hours of operation and scope of service; and
  - b. Determine appropriate staffing levels needed to expand the Library’s scope of service; and
  - c. Determine appropriate staffing levels needed to increase the Library’s hours of operation.
5. Services will include the performance of all tasks leading to the completion of the plan.

#### B. **Deadline for Proposals:** Proposals will be received until 2:00 p.m. Local Time on **Tuesday, 30 April 2019.**

#### C. **Submission of Proposals:**—

1. **Issuing Office:** This Request for Proposals (RFP) is issued by the Library Director with the authorization of the Board of Library Trustees. The actual contract will be issued by the Board of Library Trustees of the Batavia Public Library District, a special unit of local government.
2. **Number of Copies and Closing Date:** For the convenience of the Review Committee, please submit five (5) printed copies of the Proposal, enclosed in a sealed envelope clearly marked “RFP Community Engagement,” to:—

George H. Scheetz  
Director, Batavia Public Library  
10 S. Batavia Ave.  
Batavia, IL 60510-2449

by 2:00 p.m. Local Time on **Tuesday, 30 April 2019.**

3. **Format:** The Proposal should be submitted in bound form in an 8½" × 11" format (generally). Responses sent by fax or e-mail will be rejected. Responses should be organized in sections corresponding to the outline presented herein. Any additional information should be provided in an appendix.
4. **Signatures:** The Proposal must be signed by a principal officer or another officer authorized to make a commitment for the firm.

- D. **Inquiries:** Inquiries by telephone (voice or fax) or e-mail concerning this RFP should be limited to brief questions of fact or clarification. Multiple or lengthy questions must be submitted in writing **via email only** to the Human Resources Manager no later than 5:00 p.m. Local Time on **Friday, 19 April 2019**.

Lisa M. Moore  
Human Resources Manager, Batavia Public Library  
10 S. Batavia Ave.  
Batavia, IL 60510-2449  
Voice (630) 879-1393 × 330  
Fax (630) 879-9118  
lmoore@bataviapubliclibrary.org

Answers to questions submitted in this manner may be distributed to all respondents in the form of a letter of addendum to this RFP. Only a letter of addendum may change the requirements of this RFP. Oral responses to questions made outside of the addendum shall not be considered binding on the Library.

E. **Selection Process:**—

1. After **Tuesday, 30 April 2019**, each Proposal will be evaluated by the Review Committee.
2. **Review Committee:** The evaluation process for the Proposals will be completed by the Review Committee—also known as the Standing Committee on Services. The Library Director is an ex officio member of the Review Committee.
3. The Library will select the Proposal that, in its determination, is the best value to the Library.
4. The Proposal submitted is the document upon which the Library will make its initial judgment regarding a Respondent's qualifications, understanding of the Library's scope and objectives, methodology, and ability to complete services under the contract.
5. Proposals will be evaluated in part on the basis of the selection / evaluation criteria set forth in Section 1.3. Evaluations will consider the materials submitted by respondents, including references.
6. As part of the selection process, a Respondent might be required, at its sole expense, to prepare and provide documents or exhibits and/or make formal presentations associated with its services and/or participate in interview(s).

F. **Project Approvals:**—

1. The Standing Committee on Services ("Committee"), a subsidiary unit of the Board, at its meeting on **Tuesday, 7 May 2019**, will recommend a Proposal to the Board.
2. The Board will act on the Committee's recommendation at its regular meeting on **Tuesday, 21 May 2019**.
3. The successful Proposal will require the approval of the Board in its sole and absolute discretion.

1.2 **Specific Provisions**

- A. **Timeline:** Proposals should include a proposed completion date and a detailed timeline for this project.
- B. **Fee Structure:** Proposals should include a description of the fee structure for this project.

C. **Research Concerns:** There are several research concerns to be addressed by this project, as follows:—

1. Determine staffing needs / appropriate staffing levels based on the Library's current hours of operation and scope of service.

Current Hours of Operation

Monday–Thursday, 9:00 AM–9:00 PM

Friday–Saturday, 9:00 AM–5:00 PM

Sunday (Labor Day–Memorial Day), 12:00–5:00 PM

Sunday (Memorial Day–Labor Day), 1:00–4:00PM

2. Determine appropriate staffing levels needed to expand the Library's scope of service (expanding programs for adults and children, adding new services, &c.).
3. Identify (in collaboration with Library) potential options to expand the Library's hours of operation and determine appropriate staffing levels needed for each option.

Possible Options (for illustrative purposes only)

- Maintain extended Sunday hours (12:00–5:00 PM) year-round
- Open the Sunday before Labor Day and the Sunday before Memorial Day
- Expand hours on Friday, Saturday, Sunday

1.3 **Selection / Evaluation Criteria:**—

A. Proposals will be evaluated by the Library in accordance with the criteria and procedures identified herein.

1. **Responsiveness** to the Request for Proposals.
2. **Experience, Reputation, and Qualifications:** Demonstrated knowledge of market-research and community engagement services. Relevant experience, qualifications, and responsibilities of the respondent.
3. **Technical Quality and Methodology:** Respondent's approach to organizing and managing the project, and ability to document information and recommendations clearly in a written format.
4. **Understanding** of project objectives and scope; completeness of the Proposal.
5. **References:** Examples of completed projects. Satisfaction of former clients with competency of respondent and completed work.
6. **Fee Structure:** Proposed fee structure relative to the services to be provided.
7. **Warranty and Guarantee:** Proposed warranty and guarantee relative to the services to be provided, as applicable.
8. **Overall Evaluation:** Overall evaluation of the respondent's ability to accomplish a project of this nature within the proposed time schedule.
9. **Preference:** Primary preference will be given to the most qualified firm, regardless of whether that firm has an office in Kane County.

- B. The selected Proposal will be chosen on the basis of its apparent ability to best meet the overall expectations of the Library. The Library will be the judge of which Proposal offers the greatest benefit.

#### 1.4 **Other Conditions**

- A. This RFP is only an invitation to submit a Proposal and does not commit the Library in any way to enter into an agreement or to proceed with the Plan.
- B. The issuance of this RFP does not obligate the Library to pay any costs whatsoever incurred by a respondent in connection with this RFP, including without limitation (a) the preparation and presentation of a Proposal, (b) any supplements or modifications to this RFP, or (c) negotiations with the Library or other party arising out of or relating to this RFP or the subject matter of this RFP.
- C. The Library expressly reserves the right at any time, and from time to time, and for its own convenience, in the Library's sole discretion, to do any or all of the following:—
  - 1. Waive or correct any minor or immaterial defect or irregularities or technical error in any response, proposal, or proposal procedure, as part of the RFP or any subsequent negotiation process.
  - 2. Reject any and all Proposal for any reason at any time, including but not limited to false or incomplete statements in connection with a Proposal, without indicating any reason for such rejection.
  - 3. Request that certain or all respondents to this RFP supplement or modify all or certain aspects of the information or Proposals submitted.
  - 4. Reissue a request for proposals.
  - 5. Procure any service by any other means.
  - 6. Modify the evaluation and selection procedure, the scope of the proposed projects, or the required responses.
  - 7. Extend deadlines for accepting responses, request amendments to responses after expiration of deadlines, or negotiate or approve final agreements.
  - 8. Select a respondent based directly on the Proposals or to negotiate with any, all, or none of the respondents without limiting any of its rights described in any section of this RFP.

### **PART 2 — PROPOSAL CONTENT, FORMAT, AND SUBMITTAL REQUIREMENTS**

- 2.1 **Proposal Format:** Respondents are encouraged to include technical information in their response instead of marketing information, and are encouraged to be as concise as possible in their response, targeting their response to the specific requirements of this project.
- 2.2 **Number of Copies:** Please submit five (5) printed copies of the Proposal. (See Section 1.1–C for details.)
- 2.3 **Submittal Requirements and Organization of Statement:** Please provide the Library with a concise statement of your firm's qualifications. It should include the following information and any other specific material that you feel is important in the Library's consideration of your firm as the contractor for this project. Please provide the specific information requested in the order listed below.

**A. Introduction:—**

1. Provide an introduction describing the respondent, including the following information:
  - a. The name and address of the entity submitting the proposal.
  - b. The date the entity was established.
  - c. The name, address, and telephone number of the person(s) who will serve as the entity's principal contact person with the Library and be authorized to make representations on behalf of the entity.
2. The signature of the person(s) having proper authority to submit the proposal for the entity.

**B. Description of Services (Understanding of Project Scope and Work Plan):—**

1. State the knowledge and understanding of the needs of the Library.
2. The work plan should contain, at a minimum, a breakdown into logical tasks, subtasks, and timeframes for all work to be performed.

**C. Philosophy:** If applicable, describe your organization's philosophy as it relates to the research concerns of this project.

**D. Experience:—**

1. Describe your organization's experience related to human resources and best practices in determining staffing needs. What is the Library's role in this work?
2. Describe your organization's experience in working with other organizations (especially public libraries and other customer-service and/or governmental organizations) managing a similar set of circumstances.
3. Please describe your organization's other applicable experience.

**E. Location:** The Library is located in Batavia, Illinois. Describe your organization's location, personnel complement, and ability to be on site as needed for meetings, presentations, etc.

**F. Key Personnel:** Provide a list of key personnel associated with the proposal. For each person included on the list, the following information should be provided:—

1. The individual's relationship with the Respondent, including current job title, employment with the Respondent, and the relationship the individual will have with the proposed plan.
2. The individual's credentials and/or résumé, including educational background and other relevant training and background experience, such as the number of years of relevant experience and title or function (duties) while gaining the experience.

**G. Cost and Pricing Analysis:—**

1. Describe in full detail the costs for the performance of tasks, and include all anticipated costs of successful implementation of the deliverables outlined in the Proposal.
2. In particular, describe the costs associated with each element of the services described in the Proposal, noting any applicable fees, recurring costs, and hourly rates. If noting a range in cost, then please advise to the greatest extent possible the likely cost given the

scope of work outlined herein, and include any available discounts for services (such as pre-payment).

3. Describe your organization's policy and/or standard operating procedure in relation to reimbursable expenses.

**H. References:—**

1. Provide the organization names, contact name(s), postal addresses, telephone numbers, and e-mail addresses of at least three (3) references (clients.)
2. If possible, the references should include public libraries that are current or recent (that is, within the last five years) clients; Illinois public libraries are preferred.

**I. Certification:** Certify that all components of the Proposal will remain firm for a minimum period of sixty (60) days following the opening of the Proposal.

**J. Acceptance of Conditions:** Provide an acceptance-of-conditions statement that affirms the Respondent's acceptance of all conditions and requirements contained in this RFP.

**K. Execution:** Sign the Proposal in ink (by an officer authorized to make a commitment for the firm) and provide the postal address of the Respondent.

**L. Awards and Recognitions:** Please outline any highlights of the Respondents success, such as awards and recognitions, which may help to demonstrate the level of excellence.

**M. Satisfaction Guarantee:** Describe, if any, a satisfaction guarantee provided by the Respondent and/or standard contract language that reference a guarantee of services.

**N. Sample Contract:** Include, if applicable, a standard contract for similar services as those requested by the Library (for illustrative purposes only) and specify whether such sample contract needs to be returned.

**O. Supplementary Information** at the discretion of the Respondent.

2.4 **Respondent's Acknowledgment:** By submitting a proposal, the Respondent:—

- A. Acknowledges that respondent has received and reviewed the specifications and understands the terms and scope of the services to be provided as stated in the Request for Proposal (RFP).
- B. Acknowledges sole responsibility for all supervision, labor, material, equipment and other items to perform all work and other matters set forth in the RFP.
- C. Acknowledges that all prices stated are firm.
- D. Acknowledges that the proposal shall be considered accepted only when the Library executes a contract.
- E. Acknowledges that the contract with the Library will incorporate all terms and conditions contained in the RFP.
- F. Acknowledges that the Proposal is binding for sixty (60) calendar days.
- G. Acknowledges that Respondent is not relying on oral instructions or representations and is relying solely on the RFP.
- H. Acknowledges that Respondent has become familiarized with local conditions affecting the services to be provided.

- I. Acknowledges sole responsibility for determining the nature and extent of any and all work required to perform the services to be provided.
- J. Is aware that comparison of proposals is a subjective process requiring evaluation of multiple factors including price, references, recommendations, and input from third parties. This process requires subjective assessment of proposers by the Library as to overall suitability of the proposer for the services sought.
- K. Acknowledges that the Library has substantial discretion in accepting a proposal based on the Library's evaluation of multiple variables, only one of which is price.
- L. Acknowledges that the Library reserves the right to waive irregularities, technicalities, and formalities and to reject any or all proposals.

### **PART 3 — TERMS OF AGREEMENT**

- 3.1 **General Terms and Conditions:** The agreement between the Library and the Respondent that is awarded a contract will include the following terms:—
- A. The responsibilities / liabilities of the Respondent and respondent's employees and any concomitant damages and/or consequential damages shall be determined in such amount and to such extent as provided by Illinois law.
  - B. Respondent shall pay all reasonable attorneys' fees, experts' fees, and costs incurred by the Library in enforcing the terms and provision of this contract and in defending any proceeding to which the Library is made a party as a result of the acts or omissions of the respondent.
  - C. Respondent shall defend, indemnify, and hold harmless Library from and against legal liability for all claims, losses, damages, and expenses to the extent such claims, losses, damages, or expenses are caused by respondent's conduct, acts, errors or omissions.
  - D. Respondent shall at all times observe and comply with all laws, ordinances, regulations and codes of any applicable governmental entity including, without limitation, prevailing wage laws.
  - E. The standard of care shall be the standard of care consistent with those usual and customary standards of care, skill, and diligence which are commonly followed in performing the same or similar services in the locale where the Library is located.
  - F. If applicable, Respondent, at respondent's expense, will obtain and maintain all necessary permits and licenses.
  - G. If applicable, Respondent will provide evidence of insurance in amounts acceptable to the Library.