

Request for Proposal Wisconsin Library System Redesign Project Management

The Indianhead Federated Library System (IFLS), on behalf of the Wisconsin Library System Redesign Steering Committee (WLSRSC), is seeking an experienced individual or organization to provide project management services with general responsibilities as outlined in the Project Scope, below. Additional information related to the process leading to this opportunity is available on the [System Redesign](#) webpage.

The WLSRSC is comprised of a group of library leaders appointed by the Superintendent of the Wisconsin Department of Public Instruction for the purpose of reviewing and guiding potential changes to Wisconsin's Public Library Systems. The committee will oversee the process endorsed and recommended by the Council on Libraries and Network Development (COLAND).

Background Information

The State of Wisconsin currently funds the operation of seventeen (17) library systems throughout the State. Systems provide services to public libraries, which are responsible for direct service to individual library patrons. Currently, required services include technology and resource sharing planning; resource sharing; training for member library staff; physical delivery of materials; professional consultant services; support for library services to users with special needs; and backup reference, information, and interlibrary loan services from the system resource library. Additional services may include technology support, programming, marketing and other services as determined by the needs of the member libraries. Individual libraries must sign an agreement with their system to be eligible to receive services and must agree to provide the same level of service to patrons from other member municipalities and they must agree to share resources. These and other rules are codified in the Wisconsin State Statutes, [Chapter 43](#).

Scope of Work

With general guidance from the WLSRSC, the Project Manager will:

- Direct the activities of and coordinate all communication among the work group participants and the library community.
- Manage the development and implementation processes of potential new service delivery models, including managing the service Work Groups. This may include:
 - Develop process: (First Contract Phase)
 - Determine composition of work groups that will be composed of experts and stakeholders from inside the Wisconsin library community and outside of it
 - Facilitate in-person meetings of the WLSRSC and Work Groups
 - Attend virtual meetings of the WLSRSC and Work Groups as needed
 - Access will be furnished to selected project manager for virtual meeting
 - The Steering Committee is required to follow Wisconsin's Open Meeting law
 - Develop and implement a communication plan for the process
 - Develop process: (First Contract Phase or Future Phase depending on timing and funding)

- Lead, coordinate and manage the process and work of each work group including attending and participating in work group meetings as necessary
- Facilitate in-person meetings of the interrelated Work Groups

Future Scope of Work – Future Phases (subject to funding)

- Develop new service delivery models:
 - Provide expertise, when appropriate, on development of new service delivery models
 - Coordinate and manage all data gathering and analysis including surveying the library community as needed
- Develop pilots for new service delivery models as necessary:
 - With the work groups, determine the process and participants for any pilot
 - Coordinate requests for funding of pilots
 - Coordinate and manage data gathering for pilot and process for feedback to determine impact and effectiveness of potential new service models
- Develop implementation plans with work groups for successful new service models:
 - Determine most effective manner to implement new service delivery models
 - Determine any phase-in funding necessary to facilitate the implementation of any new service delivery models
 - Determine ongoing funding models to sustain and continually seek to improve coordinated library services for libraries and patrons
- Determine criteria and method for evaluating pilots
- Develop related budgets
- Submit reports to WLSRSC prior to commencing pilots, to include data analysis, description and scope of the pilot, participants, timeline, budget, communication plan, and criteria for evaluation

Outcome and Performance Standards

The Project Manager is expected to meet the following performance standards:

- Meets agreed upon timeline for completion of work
- Completes work within established budget
- Successfully completes project and work plans
- Communicates clearly and regularly with work groups, WLSRSC, and community, with the goal of transparency
- Makes presentations to communities, groups, and individuals as requested
- Uses data-driven processes

Deliverables

- Project Timeline
- Project Budget
- Work group application process completed
- Work group assignments completed
- Records Management System developed and kept current, including all Work Group and WLSRSC agendas and minutes, and other related documents
- Communication plan

Term of Contract

The initial contract term is expected to be no longer than 6 months, commencing on or about December 1, 2015. Contract may be renewed twice by mutual agreement. The exact length of future contracts is dependent upon the availability of funding.

Payments and Penalties

IFLS normally will pay properly submitted vendor invoices within thirty (30) days of receipt providing the services have been delivered. Failure to meet established deadlines without prior approval by the WLSRSC may result in a penalty.

The project will be funded through grants made from Wisconsin's Library Services and Technology Act (LSTA) allocation and will be phased in based upon the LSTA schedule and subject to funding. Anticipated total budget is \$250,000 over three years. Phase I Agreement Period: Beginning on or about December 1 until March 2016. It is anticipated that the selected individual or organization will continue as project manager in future phases, upon the successful completion of Phase I. Phase I project management costs shall not exceed \$30,000. This RFP shall cover all phases of the project subject to funding availability.

Contractual Terms and Conditions

See attached sample contract and Standard Terms and Conditions
Proof of \$500,000 of liability insurance at time of contract award

Requirements for Proposal Preparation

- Letter of interest from principal
- Executive summary of the highlights of the proposal, which should not exceed one page in length and must convey the consultant's understanding of the purpose of the process
- Summary for all key personnel involved in the process, describing their backgrounds, qualifications, areas of expertise; and role in the project
- A proposed work plan that contains a description of the tasks, timeline, and an estimate of the amount of time what would be spent on the process
- Confirmation of project deliverables
- A project management budget with an estimate of the number of hours to be provided and a rate per hour
- Contact information for at least three related references including Wisconsin based references if available for which the consultant has provided similar services
- Summary of other related projects
- Proposal shall be limited to 10 pages

Evaluation and Award Process

Proposals will be reviewed by a subcommittee of the ten-member Steering Committee.

Proposals will be rated based on the following:

1. Clarity of the plan in addressing the project requirements (40%)
2. References and Experience—Demonstrated knowledge and experience with similar projects and potential work group areas (40%)
3. Familiarity with Wisconsin Library Services Environment (10%)
4. Cost—outline of phase 1 budget (10%)

Process Schedule

October 5, 2015 – RFP Issued

October 12, 2015 – Deadline for Questions

October, 15, 2015 – Deadline for Answers

October 23, 2015 at 5 p.m. – Deadline for Proposals

November 9, 2015 – Respondents notified of initial results, based on Proposals

Week of November 16th – Interviews of finalists, if necessary.

Points of contact for future correspondence

All communication, including questions, are to be sent to:

John Thompson

Director, Indianhead Federated Library System

1538 Truax Blvd. Eau Claire, WI 54703

715-839-5082 ext. 116

thompson@ifls.lib.wi.us

Contact with any other member of the WPLRSC regarding this project will result in disqualification.

Submission Requirements

Respondents must email completed proposals by 5 p.m. on October 23, 2015 to:

John Thompson, Director, Indianhead Federated Library System

Steering Committee Chair

thompson@ifls.lib.wi.us