THE SEATTLE PUBLIC LIBRARY
REQUEST FOR PROPOSALS

Community Services Resource Link - RFP# SPL-R-1505-MR
Addendum #1 – June 26, 2015

This Addendum provides for clarification of the RFP and provides answers to questions submitted by End of Business 06/23/2015 and includes the Pre-Submittal Sign-In Sheet.

Changes to RFP:

---

1. Required Documents Change:
   Page 16, Section "Response Materials and Submittal" Subsection 9. "Package Checklist:
   Add line 8. "Cost Proposal".

2. Scope of Work Change:
   Page 6, Section "Scope of Work", Subsection "Requirements of Agency":
   Delete first sentence and replace with:
   > "The Agency shall provide approximately 30 hours per week of staff time at the Central Library in the first year. The Library desires to expand the program, if successful, to approximately 3-4 branch libraries in the second year. For the second year, please indicate in your proposal how many additional locations could be supported and at what level of service, for the increased funding in year 2; the increase from 30 to 40 hours should be considered as a minimum expected increase. Additional hours beyond 40 are acceptable and desirable, and responses should include the staffing model for year two."

End Changes to RFP

Answers to Questions

The following are answers to questions submitted before the deadline:

1. What "Tech" help levels are given by the library?
   a. The Library provides assistance in many forms. Staff are visibly available and provide assistance at the reference desk and roaming on the public floor. Free classes are available on a range of basic computer skills, and if further technical assistance is required or at a more granular level, a patron may schedule as-needed one on one sessions with patrons upon request. Additionally the Library displays various brochures and guides for the use of services available.

2. We have a concern regarding the "Roaming Service" model as it relates to approaching Library patrons.

How can we determine if the patron would become irritable if approached?

a. The Resource Link should be guided by their judgment and Library policies in determining if, when, and how to approach someone. We are seeking consistent staffing so the RL can build relationships and become a known resource. There is no expectation that the RL would attempt to contact every Library patron, approach patrons at inappropriate times, or intrude upon patrons who have signaled their disinterest.

   The Library staff have over time developed experience in identifying which patrons are likely to require assistance. For example security guards often welcome returning patrons and utilize a friendly approach to assessing whether a patron potentially requires assistance. We would recommend that your agency's staff shadow Library personnel at the beginning to obtain a better feel of the patrons and developing skills for determining their needs.

3. Are Library staff trained for de-escalation should an event or negative situation arise?
   a. As stated above, we would recommend that your agency's staff shadow Library personnel at the beginning to obtain a better feel of the patrons and developing skills for determining their needs. In addition, please note that Library security officers are stationed on-site at the Central Library during all open hours.

4. Page 5 indicates that the Resource Link staff person will provide internal referrals to patrons when appropriate. Will this person be expected to prioritize internal Library resources over external referrals?
   a. The Resource Link is asked to provide the most appropriate referral for each individual patron they are assisting. Neither Library services nor programs of the contracted agency should be given preference over an external service that best fits the patron's need; however, we would welcome the referring of patrons to on-site services when relevant, in the hopes this would reduce the barriers to access.

5. You indicate that the staffing schedule should be based around weekend afternoons and include some evenings and some weekends. This could create a challenging schedule. Can you clarify the expectation?
   a. Proposed schedules should take into consideration the Central Library's open hours, and include at least some coverage of each of the following times: weekday afternoons, evenings, and weekends. We do not expect schedules to be built solely around those times. For example, schedules could include full days at the Library, and off-peak times could be used for trainings, follow-up work, and additional tasks.

6. We note that the Library will request our staff take mandatory orientation, training courses and topics. Must staff complete these trainings before services may begin?
   a. The Library's mandatory trainings are held on regular intervals throughout the year. We expect that the courses would be completed at the earliest convenience however are not prerequisites for the performance of services.

7. What are expectations of the contracted service provider? Do you want us to just give contact information to patrons or do you expect us to coordinate with the requesting patron?
   a. All service delivery models will be considered; however, the Library desires primarily information and referral services, with the intent that the RL will be able to help facilitate a connection or to provide limited follow-up as needed. In order to serve a greater number of the people who could potentially benefit from this program, we expect that patrons in need of intensive case-management would be referred to the agency which would best serve the individual.

8. Will phones be available to agency staff? Computers? Printing?
    a. The Library will provide a work area with phone and computer service. Access to printers will be provided at Library expense.

9. What will be the configuration of the Library provided space?
    a. The Library will provide a workstation with computer, phone, and copier access in a secured staff area. Though the specific space has not yet been identified, we also anticipate providing a dedicated space on the public floor where the RL could meet with patrons on an appointment or drop-in basis in a setting which meets the need for both confidentiality and safety.

10. What is the Library's reasoning preferring to use an outside agency to provide the referral and assistance services instead of using a dedicated staff person.
    a. It is the Library's expectation that the knowledge and experience of the contracted agency will provide a superior level of service than capable by dedicated in-house staff. It is also believed that the agency model will provide greater continuity of service in the case of possible position turn-over, as well as ensure that best practices in the field of social work will be applied to this program.

11. Regarding Section 6. "Scope of Work" subsection "Tracking": For the administration of the contracted services, what information does the Library wish captured during the period which our agency would provide assistance?
    a. The Library would only record high-level information and demographics. As a matter of policy and practice, the Library would not retain any personal information on its assisted patrons. The exact nature of the recorded statistical information would be developed through the negotiation of a resulting agreement with the selected agency.

12. Please clarify the Library's service expectations in the second year, in relation to the increase in available funds.
    a. Please see "Changes to RFP", item 2, noted above.

13. Item 7.21 on page 11 under Procedures and Requirements indicates that the Library will not charge rent for Library workspace for the Resource Link person. This accounts for 30 hours of the staff person's time. The staff person would be spending about 10 hours per week at the Agency. Is it acceptable for the Agency to include 10 hours per weeks' worth of occupancy costs along with phone, internet, and utilities at our location in the cost proposal?
    a. Yes, if this is the staffing model your agency adopts then this is acceptable. For the purposes of evaluating a given response's cost proposal, the final grand total cost of the program for the two year period will be the number utilized for the purposes of comparison. Please note that while the Library desires consistent staffing, that does not indicate a preference that the RL position be filled by a single individual, and we are open to other staffing models.

14. Page 17 TAB C, third bullet asks for a resume of key staff/qualifications and role. Since we may have several staff interested and since we won't know the exact days/hours until the contract is in negotiation, would it be acceptable to have a job description that includes the general qualifications of the people who would be eligible to fill this position and provide the resume during negotiations?
    ~~a.~~ Yes, this is acceptable for the Resource Link position. In addition, if the Resource Link's supervisor or other relevant staff have been identified, it is also appropriate to include those resumes along with the job description.

15. Minimum Qualifications. We are asked to give a separate page of minimum qualifications. Are these the qualifications that are just listed on page 4 "Minimum Qualifications"?
    a. Yes.

16. What are the predominant languages which your patrons communicate?
    a. While English is the predominant language, Spanish, Vietnamese, Somali, Chinese and others have been observed.

17. At the information session, English was stated as the primary language of patrons, and Spanish was second. I'm trying to get a sense of what that means in the big picture and am wondering if you are able to provide an approximate percentage of patrons who need assistance and are non-English speakers?
    a. The Library does not track this information and cannot provide an approximate or estimated percentage of patrons requiring services in other languages. The Library does intend that our internal resources will be available to the Resource Link position, including bilingual staff who may provide occasional support, along with use of the Library's access to the Language Line service.

18. Does the Library know which branches will receive Resource Link support in the second year?
    a. We have tentatively identified up to four locations for Resource Link support in the second year: the Ballard Branch, the Capitol Hill Branch, the University District Branch, and the Rainier Beach Branch. The Library will make a final determination as part of the first year assessment, based in part upon the number of locations and level of support the successful agency indicates can be provided in year two.

End Answers to Questions

End of Addendum #1
No other items, dates, or deadlines for this RFP are changed.

Attachments: 1. Pre-Submittal Sign-In Sheet

The Seattle Public Library | Community Services Resource Link | SPL-R-1505-MR
Monday June 22, 2015 9:00 am

	Name	Firm	E-mail	Phone
1	Jackie K. St Louis	Metropolitan Improvement District	Jackies@downtownseattle.org	206-613-3931.
2	Karia Wong	CISC	kariaw@cisc-seattle.org	206 957 8538
3	Lauren Kastanas	El Centro de la Raza	grants@elcentrodelaraza.org	206 957 4629
4	Kathleen Southwick	Crisis Clinic	KSOUTHWICK@	206 436 2980
6	SUSAN GEMMEL	" "	crisisclinic.org SGEMMEL@CRISISCLINIC.ORG	206-436-2979
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				