

Request for Proposal: Bookmobile

Ryan Downie, Roberto Rivera, and Clarissa Vannier

LIS 4050: Library and Information Technologies

March 10, 2021

RFP

Purpose

The purpose of the following request for proposal is for the Mile High City Public Library to find, interview, and purchase from vendor(s) a mobile library with the required functions and accessories to expand technology and library services to the rural communities outside the Mile High City metro area.

Library Background

The Mile High City Public Library in Mile High City, Colorado serves a diverse community of 500,000 residents, of which there are 81,000 students enrolled in K-12th grade. There are currently nine elementary schools, three middle schools, and one high school. Two percent of the student population is also enrolled in the Library High School program. Residents come from different cultures, backgrounds, and socioeconomic statuses. The main languages spoken in the community are English and Spanish.

The library consists of eight branches, a staff of 35, and 40 volunteers. Each branch provides adult, children, and young adult services. There is a computer lab in each branch, with the largest computer lab of twenty computers located at the central branch. The central branch is also home to the main makerspace, genealogy department, the High School Program, and a community auditorium. All eight branches share a rotating physical book collection and a large collection of e-books and e-audiobooks. The eight branches also have non-print materials for checkout such as laptops, ipads, tablets, cameras and camera equipment, and home toolkits. Besides the physical and e-materials, the Mile High City Public Library provides extensive outreach programs with community partners to promote and maintain the mission and values of the library.

Needs Assessment

The mission of the library is to provide free and easy access to information, technology, books, programs, and other resources to enrich, inspire, and empower the community. These rural communities do not have a library branch of their own, with the nearest library branch being 10 miles away, and have little to no access to internet and technology services. The bookmobile will be an integral part of bringing electronic resources, books, digital media, and programming to students who reside in these more rural areas.

Access to Technology

A major component of the bookmobile will be the mobile technology that will need to be integrated into the vehicle. The bookmobile will require the ability to create travelling mobile hotspots, electrical units for patrons to connect any electronic devices they may own and for an installed library computer station, and provide remote access to the library's databases and digital programs. Not only will student and adult patrons be able to bring their own technology to get help with access, but they will also have access to the MHCPL's loaner program to check out laptops, tablets, and other electronic devices. The bookmobile will, therefore, need to be able to handle multiple charging stations and users at any point in time.

Access to Library Programming

Another main function of the bookmobile will be to conduct school programming. MHCPL should be able to use the bookmobile as an effective way of communicating to a large group of students and patrons at a time. The bookmobile will be used to extend library outreach, such as group storytime events, and as a marketing tool to bring new patrons into the library. It will also be a tool for educating the public about the MHCPL as a whole, as well as providing

RFP

programming tailored toward schools, after school programs, and weekend adult literacy programs.

Access to Library Personnel

The bookmobile will provide the rural communities of Mile High City with access to the library personnel who can assist users with library technology, programming, placing holds, and checking out library material.

Scope

The bookmobile vehicle must be compatible with a basic Class C Driver's License and capable of easily navigating dense urban areas. The bookmobile will experience daily use and will be used for library events and outreach programs. Additionally, the vehicle must include or be otherwise capable of the following features:

Vehicle specifications: Exterior

- Exterior height maximum of 12'10"
- Minimum ground clearance of 12"
- Wheelchair accessibility
- Custom full vehicle vinyl wrap
- Vehicle PA system
- Hydraulic leveling system
- Generator
- An extendable and powered awning installed on the right side of the vehicle
- Deployable non-slip steps
 - Preferably with handrails
- Exterior lighting

RFP

- Antitheft security
- Onboard cameras for safe navigation and parking

Vehicle Specifications: Interior

- Storage capacity for a minimal collection of books (approximately 150)
- Computers for individual use: 10 units
- Universal phone charging station(s) allowing for at least 10 devices at a time
- Charging ports (internal and external): eight minimum
- WiFi hotspot (4G)
 - Must be compatible with library's current service provider: AT&T
- OR
- Separate inquiry will be sent to service provider to collaborate on additional technical services
- Interior lighting
- Personal audio systems
- A/C and interior heating
- Circulation equipment
 - To support:
 - Print resource checkouts and returns
 - Includes barcode scanners
 - Electronic device checkouts and returns
- Mounted LED flat screen of no smaller than 50"
- Non-slip interior floor (no carpeting)
- Secure wall mounted storage for electronic devices

RFP

Additional items that may be included or requested are:

- Floor plan model
- Operating manuals or equivalent instructions for all installed equipment
- Solar panels for additional power (strongly preferred)
- Comprehensive vehicle warranty
 - Motor and engine maintenance
 - Interior electronics
 - Other incorporated technology

Handheld Electronics

This may be outsourced or achieved through partnership with another provider

- E-readers for the purposes of being checked out to users and library events. Must have accessibility for individuals with vision and/or hearing impairments.
 - Children's e-readers: 25 units
 - Standard e-readers: 100 units
 - A sufficient number of charging points for at least 30 e-readers at any one time

Timeline

The timeline for this project is as follows, however some dates are subject to change.

Project Stage	Timeline
RFP issued	March 10, 2021
Proposals due	May 15, 2021
Proposal reviews begin	May 16, 2021
Contract awarded	June 10, 2021
Start of planning meetings (tentative)	June 20, 2021

RFP

Start of staff training (tentative)	January 3, 2022
Project complete	February 20, 2022

Vendors are encouraged to submit questions prior to proposal submission, and an extended deadline may be granted to vendors already in communication if an expected date can be provided for their proposal and within the schedule's time frame. Selected vendor(s) will be notified by Mile High City Public Library's management team by the end of business hours on June 10, 2021.

Budget

For the purposes of this project, Mile High City Public Library does not intend to surpass an investment of \$250,000, and a successful proposal will meet an estimated price well below this maximum. Included in the proposal, though separate from the initial budget, should be estimated maintenance costs for included technologies, as well as any contractual services, reimbursements that may be involved, or any other fees associated with the project.

Selection Process

The selected vendor will be chosen based upon their ability to meet the overall expectations of the Mile High City Public Library. The following criteria will be applied in the selection process:

- Responsiveness and completeness of the Proposal
- Understanding of project objectives and scope
- Bookmobile design and build time
- Satisfaction of former clients and libraries

RFP

MHCPL will take time to ask clarifying questions to selected vendors and may add-on or subtract from proposals before making it's final decision. The selected proposal will be notified in writing.