



King County Library System
960 Newport Way NW
Issaquah, WA 98027

REQUEST FOR PROPOSAL (RFP)
FOR
KCLS Library Accessibility Audit
May 19, 2023
KCLS RFP#: 23-02

Proposals Due:
June 8, 2023

SECTION ONE: PURPOSE AND BACKGROUND

Purpose:

King County Library System (KCLS) is currently conducting a comprehensive Library Accessibility Audit process to create a more accessible and welcoming environment for our patrons, especially patrons from disability, limited English proficiency, and gender diverse identities and communities. The Americans with Disabilities Act of 1990 (ADA) protects against discrimination based on disability and provides legal requirements for public accommodations, which KCLS complies with. The purpose of this audit is to discover areas of KCLS library spaces, including mobile services and the KCLS website, that pose barriers to library access and require updated accessibility supports and accommodations that go beyond the reach of ADA law.

Service Area:

KCLS is one of the largest library systems in the United States, circulating 22.4 million items and consisting of 50 libraries, a Traveling Library center, a mobile Tech Lab, the ABC Express children's library van, and more. Located in the Puget Sound area, KCLS serves over one million residents at its community libraries, one institutional library, and various Outreach Services. KCLS provides access to a broad array of information resources ranging from electronic databases to books to music and video. KCLS is also the community resource for a wide variety of programs and activities for people of all ages and backgrounds. Established by the State of Washington as the King County Rural Library District in 1943, KCLS is a special purpose district governed by a Board of Trustees, operating under the state constitution and laws and is independent from King County government and funding.

DIVERSITY, EQUITY, AND INCLUSION

Diversity

We value and embrace Diversity as a wide representation of people with varied and intersecting identities, perspectives, and experiences; drawing strength from differences and centering people who are marginalized due to race, citizenship status, nationality, indigeneity, ethnicity, sexual orientation, gender identity and expression, ability, age, size, and class.

Equity

Removing barriers to opportunity; we value and foster equity as the lens we use to reimagine policies, practices, and power dynamics at all levels to redistribute resources and create opportunities; countering injustice and inequality and removing barriers so all can reach their potential.

Inclusion

Fostering connection community and belonging; we value authentically welcoming, engaging, and valuing individuals and communities; especially the underrepresented, marginalized or excluded from participation. We practice inclusion by creating meaningful connections, examining our own biases and prejudices to eliminate discrimination within our organization and communities.

SECTION TWO: SCOPE OF SERVICES

Led by the DEI department, a Project Team of 20+ staff members from across diverse departments, library regions, and backgrounds is currently collecting accessibility audit data that includes the following internal and external scan methodologies:

- Site visit audits at each of the 49 publicly accessible library locations, resulting in audit reports for each site
 - Audit includes furniture and fixtures (carpets, desks, chairs, outlets, book returns, automatic materials handling machines, etc.); space configurations including restrooms, parking lots, curb cuts, signage, meeting rooms, elevators, restrooms, ramps, wheelchair charging stations, book shelves, computers, assistive technologies, etc.
- Staff survey
- Key staff interviews
- Key community leader interviews
- Community survey
- Comparative libraries and best practices research

Working with the KCLS DEI Director and Library Access Coordinator as the primary point persons, and secondarily with Project Team co-chairs, the consultant will provide the following consultation and deliverables:

- Review, distill, and analyze the above collected data, including all 49 site visit audit reports
- Review criteria for online content audit
- Review criteria for Mobile Service audit
- Provide expertise and framing for library accessibility best practices
- Develop recommendations based on data analysis of collected data, additional data needed, best practices in accessibility and assistive technologies, and library operations and public service best practices
- Detail findings and recommendations in a comprehensive final report
- Executive summary report (approximately 4-5 pages) summarizing the final report

The selected firm will be expected to deliver the following:

Initial Meeting	The Consultant and DEI staff shall meet to go over the proposed schedule and plan, including responsibilities, the scope of work and
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	deliverables. Consultant engagement will be discussed during the Initial Meeting.
Project Plan	Based on the schedule, the Consultant shall prepare a project plan, outlining the process for conducting the scope of the work outlined, including any methodologies to achieve identified objectives. This will include developing accessibility audit tools (if needed) and criteria to ensure consistency and completeness of data gathered. KCLS DEI staff and project team co-chairs will review and approve the plan before work starts.
Project Schedule	A detailed project schedule will be developed with the DEI staff. A detailed schedule for completion of work will be developed and shared with DEI staff for review and coordination.
Stakeholder Engagement	Engage with key departmental/project leaders to determine objectives and targets to be met throughout the planning process and as part of each individual task.
Research	The Consultant shall perform additional research, if necessary and approved by the DEI Director, using approved methodologies and practices. If in conducting this research, the Consultant finds any statistical anomalies or other inconsistencies, irregularities or concerns with the data or the methodology used, they shall notify the DEI Director in writing and propose solutions prior to the due date for any identified deliverable in the project plan.
Draft accessibility report	The Consultant shall provide a draft accessibility report for review according to the agreed upon schedule and scope details. DEI staff and project team shall have sufficient time to review the draft plan, make any changes/additions/recommendations to it and ask for further clarifications if needed.
Final accessibility report	Based on the draft accessibility report and input from Library Accessibility Audit Project team, the Consultant shall prepare a final detailed, library accessibility report, complete with any supporting data, charts, graphs, and analysis covering key findings, strategies, tactics and recommendations. The final report shall be accompanied by an Executive Summary report (approximately 4-5 pages) summarizing the final report. DEI staff and King County Leadership Team (KLT) shall have sufficient time to review the final report and request any changes/additions or ask for further clarifications. The final approved plan and executive summary will be submitted in an electronic, editable version as well as a pdf version.
Presentation(s)	The consultant shall meet with the KCLS DEI Director and/or present to the Project Team to share information throughout this process, as well as present the final report, identify key findings, and answer questions. Prior to presenting, the presentation materials and findings should be made available to the KCLS DEI Director for review and comment.

Meetings	During the initial meeting, DEI staff and the Consultant will work together to determine appropriate timing of when meetings may be required throughout the process. Online Microsoft Teams meetings are preferred for normal check-ins, discussions, and collaborative work.
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SECTION THREE: PROPOSAL REQUIREMENTS

Proposals should be prepared simply and economically. Proposals must be clear, unambiguous, and capable of being understood without reference to other documentation. Respondents shall address each requirement contained in this section of the RFP, as well as all other sections as required. KCLS relies on the respondent as the expert to identify in the proposal the approach which is believed to be the most effective to produce the required services.

Intent to Respond. Respondents are asked to indicate the intent to respond to this RFP as early as possible by sending an email message to purchasing@kcls.org.

Specific Requirements. Respondents are requested to submit the following information. Responses to each part should appear in the same order as in this RFP and should designate by heading and paragraph the item to which the response applies.

Part 1: Executive Summary

Respondents will provide an executive summary which presents key points of the proposal.

Part 2: Proposed Work Plan

Respondents will provide a detailed description of the planned approach to be taken to achieve KCLS's interests. Include the methodologies to be used, a draft project timeline with key milestones, stakeholders proposed to be engaged, and methods for obtaining stakeholder buy-in.

Part 3: Cost of Services

Respondents will provide a comprehensive and detailed budget listing separate line items for all costs and fees that will be incurred as part of the respondent's work.

Part 4: Organizational Qualifications

Respondents will provide a brief overview of their consultancy description, purpose and history, qualifications, and experience in working with complex accessibility review cases.

Part 5: Staff Qualifications

Respondents will provide an overview of consultancy principals in charge as well as key project members with names, roles, and resumes. Please provide contact information for the person to whom KCLS should direct correspondence including full name, phone number, email address and physical mailing address.

Part 6: References

Respondents will list at least three clients for which similar work is or has been conducted and give the name, title, and telephone number of persons who may be contacted for reference concerning the services provided.

SECTION FOUR: SUBMISSION REQUIREMENTS

Submission Date and Delivery. A digital copy in PDF form by EMAIL of the proposal shall be submitted.

Email should be addressed to Purchasing, purchasing@kcls.org with the words "RFP # Library Accessibility Audit Consultant" in the Email Subject line.

- Proposals received by KCLS after 5:00pm (Pacific Time), June 8, 2023, will not be considered. Proposals received before the due date will be held in a secured area until the time of opening.
- Disqualification. Failure to comply with any of the requirements of this RFP may result in disqualification.
- Modification. Respondents may withdraw or modify their proposal in writing at any time prior to the RFP deadline for submission.

SECTION FIVE: REQUESTS FOR CLARIFICATION

Questions and requests for clarification may be submitted in writing no later than May 30, 2023, at 5pm Pacific Time to Purchasing at purchasing@kcls.org. Please include the phrase "RFP # Library Accessibility Audit Consultant Proposal Inquiry" in the subject line.

All questions and replies will be made available to all RFP respondents who have identified themselves via email. The source of the inquiry will not be identified. KCLS shall in no way be responsible for any errors or ambiguities in the RFP and any information provided after distribution of the RFP is for clarification only and not binding on KCLS.

SECTION SIX: EVALUATION

KCLS intends to select the proposal that is most advantageous to itself. The responses to this RFP will be evaluated by a small Selection Committee to be established for such purpose. In evaluating proposals, price will not be the sole factor. The Selection Committee may consider any factors it deems necessary, including but not limited to: quality of response to RFP, experience, appropriateness to the King County Library System, price, quality of service, references and reputation. KCLS reserves the right to reject any and all proposals for any reason.

KCLS may invite one or more representatives from any consultancy to meet or talk with KCLS representatives for the purpose of clarification of the consultancy’s proposal. KCLS may at its sole discretion waive any irregularity or informality in a proposal submitted by any organization.

Upon completion of the evaluation process, one respondent will be selected by the DEI Director for negotiation of an agreement. Consultants/consulting firms not selected will be notified by email.

KCLS reserves the right to accept other than the lowest priced proposal and to negotiate with any organization when the best interests of the Library System are served by so doing.

SECTION SEVEN: SCHEDULE

KCLS has set the following tentative schedule for the selection process:

Date	Action
May 19, 2023	RFP issued
May 30, 2023	Deadline for requests for clarification
June 8, 2023 by 5:00 PM	Deadline for receipt of proposals
June 9-16, 2023	Respondent questioning period as necessary
June 23, 2023	Consultant selected and notified
June 30, 2023	Start initial meetings with the project team
August 31, 2023	First Draft of Final Report and Executive Summary due
September 15, 2023	All revisions and Final deliverables due

SECTION EIGHT: SPECIAL CONDITIONS

- **Reservation of Rights.** This RFP does not commit the library to award a contract or pay any costs incurred in the preparation and submission of a proposal. The library reserves the right to cancel the project at any time prior to the execution of the contract by both parties. Respondents bear sole risk and responsibility for costs incurred in the preparation and mailing of the proposal. The library reserves the right to ask for clarification of the proposal if the need arises.
- **RFP Revisions.** Any revisions to this RFP or additional relevant information will be provided to all organizations receiving the original RFP.
- **Alternate Organization Selection.** If KCLS fails to negotiate a contract with the organization of first choice, KCLS shall reserve the right to enter new contract negotiations with an alternate organization(s).

- Payment Schedule. KCLS payments, subject to negotiations, shall be made to the organization not more than forty-five (45) days after KCLS receives the consultancy's invoice for goods/services received as specified in the contract between KCLS and the organization selected.
- Wages. The organization shall be required to pay any wages or salary required by the laws or regulations of any government entity having jurisdiction.
- News Release. Mention of KCLS, staff, or programs in advertising, customer lists, photographs, or articles in the professional literature pertaining to an award resulting from proposals made in response to this RFP shall not be made by any organization without prior written approval from the KCLS administration

SECTION NINE: CONTRACT REQUIREMENTS

- Written Contract. KCLS and the selected organization shall negotiate a contract, and nothing shall be binding on either party until the contract is in writing and fully executed/signed by both parties, except the organization is obligated to keep its proposal in effect for period specified in this RFP.
- Delivery of Goods. The organization shall be required to assume responsibility for delivery of goods and/or services as defined in the contract.
- Rights to Developed Materials. The contract awarded will provide that any material designed specifically to meet the library's needs or any modifications to existing materials will become the property of the library over which it shall have exclusive property rights.

SECTION TEN: PROTESTS TO AWARD

Protests concerning the award of this RFP shall be submitted in writing to:
 King County Library System
 Attn: Director of Finance
 960 Newport Way NW
 Issaquah, WA 98027

Protest to Award RFP # Library Accessibility Audit Consultant

Organizations should clearly state the grounds for their protest and the requested action.

Deadline. Letters of protest must be received by KCLS no more than one week after RFP award has been announced.

Response to Protest. Written response to protest letters will be composed jointly by the Selection Committee and the DEI Director. Responses will be available

within approximately two weeks of receipt of protest. Written responses are mailed via certified mail to the protesting organization.

SECTION ELEVEN: ADDITIONAL INFORMATION

- General information about the Library System is available through the library's web site at <http://www.kcls.org>
- Specific questions regarding this RFP should be directed to purchasing@kcls.org