

<input checked="" type="checkbox"/> <u>New</u>	<input type="checkbox"/> <u>OTR</u>	<input type="checkbox"/> <u>Sole Source</u>	<input type="checkbox"/> <u>Bid Waiver</u>	<input type="checkbox"/> <u>Emergency</u>	Previous Contract/Project No. EPPRFP-00371
<input type="checkbox"/> <u>Contract</u>					LIVING WAGE APPLIES: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<input type="checkbox"/> <u>Re-Bid</u> <input type="checkbox"/> <u>Other – Access of Other Entity Contract</u>					
Requisition No./Project No.: RQLB1900001					TERM OF CONTRACT 2 YEAR(S) WITH 0 YEAR(S) OTR

<p><u>Description:</u></p>	<p>The Miami-Dade Public Library System (Library) has published its 2018-2022 Strategic Plan and seeks to amend the Plan to respond to the Technology based identified needs as set forth in Goal 1, Action Plan/Tasks 3 and 7.</p>
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ANALYSIS

Rev. 072518

2.0 Scope of Services

2.1 Background

The Miami-Dade Public Library System (Library) has published its 2018-2022 Strategic Plan (Attachment 1) and seeks to amend the Plan to respond to the identified needs as set forth in Goal 1, Action Plan/Tasks 3 and 7, as shown below:

Goal 1

Provide extraordinary services and customer experiences with great spaces, collections that exceed expectations, technology that is convenient and intuitive and programs and events that are easily accessible and desired by the public.

Action Plan/Tasks

1. Provide the services, programs, and amenities that are most frequently identified as desired by our customers in the Miami-Dade Public Library System December 2017 External Assessment: Key Findings and other appropriate sources.
2. Offer prototype testing of new products, services, and technology to evaluate customer interest and feasibility or application in a library setting.
3. **Review all aspects of collection management and maintenance to assure that the Library is meeting the needs of the entire community, including ease of access and availability and timeliness of print and digital content for the public.**
4. Develop methodologies and processes that effectively communicate the programs and services of each branch to its customers.
5. Undertake a Facilities and Spaces Master Plan that includes an assessment of demographic issues and trends, current and projected library usage, as well as short and long-term infrastructure, renovation, and future service point needs and priorities.
6. Conduct a review of Library service hours and days of service at all locations to determine if access is being provided when most needed and convenient for the public.
7. **Deliver new technology as an essential component of Library service.**

The scope of services for this project will result in a Technology Assessment Report and a Technology Opportunities & Recommendations Report, which will address and provide answers to the following items:

- **Current Needs and Gaps:** How well equipped is the Library to meet its current technological needs - and where are the gaps that need immediate attention?
- **Core Competencies:** Are the Library's core technology practices and data structures ready for today - and the future?
- **Agility:** Where do the Library's different technology efforts work well together -- and what areas need improvement?
- **The Future:** What are future aspirations for technology services at the Library?
- **Action:** What steps should the Library take to fulfill its technological dreams?

The Library expects this process to be a highly participatory process with regards to its technology efforts – including the participation of:

- Miami-Dade County's IT Department for enterprise and core computing resources,
- The Library's Technical Services Department (including management and operation of the Integrated Library System, Acquisitions and Collection Development),

- The Library's digital and online efforts (including searching and discovery tools for physical collections, digital-only resources, electronic services for patrons, and others),
- Library staff providing a diversity of services directly to patrons.

2.2 Tasks and Deliverables

The Contractor shall deliver a **Technology Assessment and Recommendations** process that will result in the following two (2) deliverables:

- Technology Assessment Report
- Technology Opportunities & Recommendations Report

The **Technology Assessment and Recommendations** process, shall include the following tasks:

- Conduct focus groups with Library staff to explore technological successes, challenges, gaps and dreams from different group perspectives:
 - Library Administration
 - Library Managers
 - Technical Services staff
 - Library staff working directly with patrons & technology
 - County IT staff
 - Patrons (optional)
 - Others as desired by the Library
- Review of technology-related communication across the organization, including communications:
 - Between Library staff, departments and providers of technology
 - Between libraries
 - Between the Library and patrons
- Review of internal technology-related operations, including:
 - Service workflows in County IT and Technical Services
 - Structure and effectiveness of primary Library data resources (including electronic tools for staff, data structures in the ILS, and others as desired).
- Technology Visioning activities with key stakeholder groups
 - Library Staff
 - County IT
 - Patrons (optional)

2.3 Additional Services

The County may require additional services, which shall be related to the services specified herein. The specifics of the work and price for these additional services shall be negotiated by the County and the Contractor.

2.3 Proposed Timeline

Timeframe	Task/Activity	Notes
Month 1	Work with Senior Administration to determine team members. Form Technology Assessment Team and conduct kickoff meeting: <ul style="list-style-type: none"> • Confirm scope and activities • Confirm internal & external stakeholder groups & individuals 	Min 1 day

	<ul style="list-style-type: none"> Discuss logistics for visit(s) 	
Month 1	Site Visit One: Library Staff Focus Groups and review of communication structures in the Library	Min. 3-4 days
Month 2	Incremental Report of Assessment Activities; review with Library Director and Team	Remote meetings
Month 4	Site Visit Two: Service Workflows <ul style="list-style-type: none"> Technical Services (workflows, data structures and possible gaps - MS) IT and Library Staff working with Technology (workflow, data structures, and possible gaps - CB) 	Min. 2-3 days
Month 5	Incremental Report and Recommendations; review with Library Director and Team	Remote meetings
Month 5	Peer Study: <ul style="list-style-type: none"> Work with team to identify Library peers and key areas of comparison, and questions not already identified in other existing data sources (such as PLA report; Library EDGE; activities conducted during strategic plan; etc.) Conduct a survey and/or peer contact Compile findings Review with Library Director and Team 	Remote meetings
Month 6	Compile full Assessment and Recommendations Report	Remote meetings
Month 6	Review with the Library Director and Team	Remote meetings
Month 7	Technology Visioning	Min. 2-3 days
Month 8	Final Report: Technology Opportunities & Recommendations Report	Remote meetings
Month 8	Final review of documents with the Library Director and Team	Remote meetings

