

Anythink Libraries
Request for Qualifications

Community Engagement Services for Anythink Libraries

Date issued: Dec. 20, 2023

****DEADLINE EXTENDED**** Response due: Monday, Jan. 29, 2024, by 5 PM MT



anythink®

Anythink Libraries (“Anythink”) invites sealed bids from respondents to develop a strategy and implement the work of a Community Engagement initiative. Respondents are directed to the Scope of Work and Deliverables in this RFQ for details.

Proposals will be accepted until:

**5 pm (MST)
Monday, Jan. 29, 2024**

Awards will be made to selected Respondent(s) on or before Monday, Feb. 5, 2024.

Responses containing three (3) hard copies or one (1) data file (in pdf format) may be delivered in person addressed to Mark Fink, and left at 5877 E. 120th Avenue, Thornton, CO 80602 or mailed to:

Anythink Libraries
RFQ Selection Committee
Attn: Mark Fink
5877 E. 120th Avenue
Thornton, CO 80602

Anythink Libraries will accept e-mailed bids. Anythink Libraries will not accept fax bids.

General questions should be directed to Mark Fink, Executive Director, at:

Anythink Libraries
5877 E. 120th Avenue
Thornton, CO 80602
Tel.: 303-405-3299
E-Mail: mfink@anythinklibraries.org

However, no oral interpretations shall be made to any respondent as to the meaning of any of the bid documents. Every request for an interpretation shall be made in writing and mailed, or e-mailed to the address listed above. Such questions must be received by Tuesday, Jan. 16, 2024, by 5 pm.

Community Profile

Anythink Libraries is proud to serve the residents of Adams County, Colorado, through its seven Anythink locations in the communities of Bennett, Brighton, Commerce City, Northglenn, Thornton and the Perl Mack neighborhood of Denver. For community members outside of these areas, the district offers outreach services through its bookmobile, Anythink in Motion.

Since its launch in 2009, Anythink has expanded library service for residents and redefined what it means to be a public library. What has emerged is a new style of library – a place of unlimited imagination, where play inspires creativity and lifelong learning. Anythink offers the community a space where anything and everything is possible.

Originally the Adams County Public Library, today Anythink operates as its own entity overseen by a five-member Library Board of Trustees appointed by the Adams County Commissioners. The library district has grown in the past 50+ years to its current seven libraries, serving more than 420,000 customers. With a focus on innovation, Anythink’s award-winning approach to library service is recognized by industry leaders and organizations across the globe.

MISSION STATEMENT: We Open Doors for Curious Minds

OUR VALUES: We are guided by these shared values in everything we do:

- Compassion for our customers and for each other
- Passion for our product
- Eagerness to learn
- Everyone is creative
- Optimistic attitude – we believe that anything is possible

Demographics of Anythink Service Area

Anythink serves more than 420,000 people in Adams County, Colo. Key demographics for Adams County are as follows:

Race and Hispanic Origin	
White (including Hispanic or Latino)	85.2%
Black or African American alone	4.2%
American Indian and Alaska Native alone	2.4%
Asian alone	4.5%
Native Hawaiian and Other Pacific Islander alone	0.3%
Two or More Races	3.4%
Hispanic or Latino	41.8%
White alone, not Hispanic or Latino	47.8%

Other Key Demographics	
Foreign born persons, 2016-2020	14.8%
Language other than English spoken at home	27.9%
Persons 65 years and over	11.0%
With a disability, under age 65	7.9%
Persons in poverty	9.4%

Scope of Work

This is an exciting time for Anythink as an organization with new leadership, two new libraries being built and an internal Diversity, Equity and Inclusion Strategic Plan guiding its work. To help inform the library's path ahead, Anythink is seeking a respected and experienced consultancy to develop a strategy and implement a community engagement process to better understand the current needs of Adams County residents.

The scope of this project is as follows:

- Conduct community engagement that includes:
 - Utilization of qualitative and quantitative tools to conduct a deep and rigorous investigation into:
 - the needs, values, and activities of Adams County residents,
 - the roles Anythink currently plays (and could play) in the lives of customers,
 - strategic opportunities to build and deepen relationships with residents in the future.
 - Development and facilitation of a process for community engagement, in English and Spanish, with external stakeholders, individuals and groups/agencies, to gather input and identify community perspectives, needs, concerns and interests, with an emphasis on:
 - Anythink's hours of operation
 - Outreach and express services
 - Programs and services related to the new Thornton Community Center Library
 - Programs and services related to the new Anythink Nature Library
 - Understanding how community members engage online leading up to the launch of Anythink World – Anythink's extension into the metaverse
 - Evaluation of current perceptions and opportunities among users and non-users related to the Anythink brand to help guide future communications
 - Prioritization of feedback and engagement with organizations that provide service to Latinx and BIPOC communities, as well as those serving youth and people with disabilities.
- Compile a thorough report of findings and opportunities based on community feedback, with an emphasis on how Anythink can best connect with underserved populations and remove barriers to service.
- The completion and presentation of the report to the Anythink Administrative Team on the results of the project, assessment and preliminary recommendations.

Proposal Content Requirements

Anythink will accept proposals that include:

- A cover letter providing a brief description of the firm or individual; name; contact information.
- Executive summary of the highlights of the proposal, and conveying the Respondent's understanding of the purpose and expected outcomes of the project.
- A list of key personnel who would be involved in the process and their expertise/experience.
- A summary of the Respondent's qualifications and relevant experience. The successful firm and their

subcontractors will have demonstrated expertise in nonprofit, retail, museum or library operations, services, trends and functions as well as strategic planning experience.

- A work plan that includes a description of the methodology, tasks, timeline and estimated total amount of time that would be spent on the project.
- A schedule of costs that includes consulting, supplies, number of onsite visits and cost per trip, and other expenses associated with the planning process. Costs for data gathering and analysis (community research component) should be listed separately.
- References and contact information for three organizations for which the firm or individual has provided strategic planning services.

Evaluation Criteria

Anythink will use the following criteria to ascertain the merits of each proposal received by the deadline. Each category is assigned a maximum point value (out of a maximum of 700 points).

1. Qualifications and Professional Competence (0-200 points):

- a. Respondent has described the technical capabilities of the firm as relevant to the project.
- b. Respondent has provided resumes of key personnel working on the project, illustrating the breadth and depth of staff credentials indicating training and professional credentials.
- c. Respondent explained how they will manage the project.
- d. Respondent clarified how it will work with and communicate with Anythink and how they will ensure they are meeting Anythink's needs.

2. Project Cost (0-100 points):

NOTE: Cost for this project is a selection factor, but not a determining factor. The final cost will be negotiated after the notice of intent to award is issued, and a budget will be created accordingly

- a. Respondent provided an itemized list of expenses for the project.
- b. Respondent included a full explanation of all expenses associated with this project.
- c. Respondent submitted a proposed fee schedule that includes hourly rates for each staff member that will be assigned to the project and by title (in the event of personnel changes).
- d. Respondent provided a schedule of standard costs for any reimbursable expenses typically incurred in the course of business. No hidden fees/costs will be honored.

3. Experience and References/Similar Contracts (0-200 points):

- a. Respondent provided complete references for three library and/or museum strategic plans developed and completed within the past five years, including a current point of contact for each project for reference checks.
- b. Respondent included a listing of any/all contracts that have been terminated or not renewed for the last five years.

4. Quality of Response (0-200 points):

- a. Respondent has provided a statement of their understanding of the scope of work and deliverables; and articulated their ability to perform and meet the specification.
- b. Respondent has provided specificity and feasibility in their methodology and timeline for executing tasks in the scope of work.

- c. Respondent has identified in-house resources versus contracted resources.
- d. Respondent has provided a timeline for all phases of the scope of work through project completion.