



**CITY OF EAST PROVIDENCE
EAST PROVIDENCE PUBLIC LIBRARY
REQUEST FOR PROPOSALS
EP23/24-37**

**DESIGN, PURCHASE, AND INSTALLATION OF LIBRARY FURNISHINGS
BID OPENING WEDNESDAY, AUGUST 14, 2024 AT 11:00AM**

SPECIFICATIONS

Introduction and Background

In 2010, the East Providence Public Library (EPPL) adopted the “San Jose Way,” a public library service model that strongly emphasizes customer service. An interior renovation was completed that encouraged library staff members to be more proactive to the needs of patrons and anticipate when and where they need help. This included removal of traditional multi-staff service desks in exchange for single-staff, small profile, stand-up service pods. Full workspaces and telephones were relegated to staff-only spaces. The renovation allowed for a good perspective from which to "work the floor," remain alert to patron needs and to move about the space easily. By design, it is difficult to do "other work" while stationed at a service desk.

Fourteen years later, it is time to adjust the space to address problems and inefficiencies with the arrangement. Staff have identified and requested modifications to the existing service desks to enhance their ability to perform essential functions of the library such as offering timely and welcoming customer service and allowing for more interdepartmental collaboration in providing library services. Additionally, new adjustments will provide staff safety enhancements by allowing them to manage challenging situations with other staff members in close proximity and in view of the service points.

This interior improvement project is the culmination of more than a year's worth of work by a library staff team who are passionate about transforming the Library to improve our ability to best serve the community. The team has secured funding from multiple sources to complete this project which will provide improvements needed for the library to fulfill its mission of providing a welcoming space to facilitate self-education and promote lifelong learning.

Project Description

Update, reconfigure, and relocate service points, self-check area, and library furniture.

Scope of Work

- Design, fabricate or source, and install furnishings and any integrated media elements.
- Design service desks with service model in mind:
 - Facilitate excellent staff view of the public services areas and ease of staff ability to be alert to all activity in these areas

- Allow for back room office staff and other staff to have a view of service point(s) points through new and existing windows
- Allow ease of staff movement to assist away from the service desks
- Public seating selected with this criteria in mind:
 - Comfort
 - Durability
 - Made with materials that are easy to clean, wipeable, and non-staining
- Vendor and Library will schedule an on-site meeting to obtain measurements, view existing furnishings for consistency and unity, and review color samples and finishes of new products.
- Vendor will manage delivery, assembly and installation with commitment to minimizing disruption to public space.
- Vendor is responsible for removal and cleanup of all packing and shipping materials.
- Vendor arranges furnishing/shelving in their final position.
- Vendor shall dedicate time to instructing maintenance and custodial staff on adjustment, maintenance, and cleaning of all furnishings.
- Furnish all labor, materials, transportation, equipment, and services necessary to complete all work within the time stated.
- A final inspection will be made by the Library following notification that the installation is completed. If inspection reveals any damage due to the installation the damage shall be repaired at no expense.

Furnishing and Shelving:

Scope of project and its costs may be revised, expanded, or reduced before a contract is executed. Library will work with the winning vendor to finalize the design and final furnishings package which will be priced as a complete package.

- Regarding Adult area:
 - Curved service desk for up to four (4) staff with book return collection and work spaces at two heights
 - Five (5) staff work chairs
 - Storage credenza with a work counter located behind the service desk.
 - Four (4) four-sided column enclosures for display space and technology integrations.
 - Curved two-sided free-standing shelves (four (4) sections, three (3) shelves high)
 - Curved two-sided free-standing shelves (six (6) sections, four (4) shelves high)
 - Eight (8) two-person study tables, one (1) puzzle table and 22 corresponding chairs
 - Four (4) free-standing individual side or laptop tables
 - 17 computer chairs, preferably on wheels.
 - Four (4) lounge chairs
 - Tech help service desk with built in tech storage and charging for laptops and tablets
 - Connectrac electrical system, or equivalent, installed in two (2) areas

- Regarding Children's area:
 - Curved service desk for two (2) staff with drawers and storage
 - Two (2) staff work chairs
 - 14 two-sided free-standing shelves (one (1) section, three (3) shelves high) and two (2) nook seats placed within the shelving formation. (This builds four (4) rows of book stacks/nooks of four (4) sections each.)

Project Timetable

Project must be completed with final payment made by the end of June 2025.

Selection Process and Criteria

- Vendor should have an understanding of the furnishing and shelving needs of public library spaces and be able to provide examples of recent work at a library.
- Demonstrated ability to produce durable public fixtures and furnishings in ultra-high-wear environments.
- Aesthetically pleasing design and furniture to optimize positive interactions which can lead to higher levels of engagement and an increase in use.
- Quality: Warrantees, durability, ease of use, function
 - Provide a minimum one-year warranty along with any extended manufacturer warranty.
- Maintenance: product support, availability of parts, and matching items in the future.
- Cost: decisions will not be made solely on cost.

Any questions should be directed to Meredith Bonds-Harmon, Library Director, at mbondsharmon@eastprovidenceri.gov and Jessica Lamprey, Procurement Specialist at jlamprey@eastprovidenceri.gov no later than **THURSDAY, AUGUST 8, 2024 AT 4:00PM.**