



YARRA PLENTY
REGIONAL LIBRARY

Request for Quotations

YPRL Outreach Services Review Consultation

Closing Date:

COB 8 April 2021

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Part 1. Introduction

Background Information

Yarra Plenty Regional Library service (YPRL) (ABN 20 240 549 119) is a co-operative venture of three northern Melbourne metropolitan Councils: Banyule, Nillumbik, and Whittlesea. Together the three municipalities cover a large geographic area of northern Melbourne.

There is a diverse range of communities with a combined population of more than 418,500 people. Some areas are of suburban density with commercial and retail being the predominant activities while there are also areas that encompass rural and remote communities.

YPRL is one of the leading public library services in Victoria, serving its population of users through 9 branches and 2 mobile libraries. The nine library branches are located at Greensborough, Eltham, Ivanhoe, Lalor, Mill Park, Rosanna, Thomastown, Watsonia and Whittlesea.

YPRL facts at a glance (2018-2019 figures):

- 141,599 library members
- 2,856,137 visits to library branches
- 339,012 physical collection items and more than 37,000 digital items available for borrowing
- 3,103,974 loans made including 138,335 digital loans
- Turnover average of 8.4 which indicates the collection is extremely well used
- 176,926 people attended programs
- 7,726 programs were delivered
- 267,574 Wi-Fi sessions at the libraries (up 35% on last year)
- 1,100,840 website visits (up 6.7% on last year).

Data from the 2019-2020 Annual Report was deliberately not used as these figures reflect library activity impacted by COVID-19 shutdowns. Data from 2018-2019 better reflects typical business levels.

Introduction to the Request for Quotation

This Request for Quotation (RFQ) document is to obtain responses to review YPRL's outreach services as delivered by the Mobile Library and Outreach Vehicle and make recommendations for future service delivery to communities with limited access to physical branches.

Respondents should ensure that their responses to this RFQ document are sufficiently detailed and comprehensive to facilitate this process.

Disclaimers:

- YPRL is not committed contractually in any way to respondents to this RFQ.
- The issuing of this RFQ does not commit or otherwise oblige YPRL to proceed with any phase or part of the supply of equipment described herein.
- The information contained within this document is indicative only and is supplied as a guide to prospective respondents and as such no warranty of accuracy is given.

Part 2. Outreach Services Review Requirements

YPRL supports all three Councils in their aims for connected and resilient communities and supports these strategies through our curated collections, public programs and welcoming spaces.

YPRL's Outreach Services assist with the delivery of and access to collections via a Mobile Library and an Outreach Vehicle. The Mobile Library is community based, visiting a range of outlying communities (see below for further details). The Outreach Vehicle visits mostly aged care facilities and retirement villages.

YPRL is reviewing these Outreach Services to determine whether they meet current, developing and future community needs; whether there is an alternative delivery model; to determine current global and local best practice; and to determine if these services meet and support the Library Plan and member Council strategies.

Mobile Library

The Mobile Library (ML) is currently operational via a 2019, Mercedes Benz 6-wheel, 3-axle, 19-metre Prime Mover and trailer. It houses 15,000 items including books, DVDs, magazines, audiobooks and large print publications. A new prime mover was purchased to replace an ageing vehicle in December 2018.

A VW Caddy Van is used to carry stock to and from the ML when required.

The ML is housed at the City of Whittlesea Epping Works Depot when not in use.

Facilities include two public computers with internet access, Wi-Fi and a dedicated children's area.

It operates from Monday to Friday with varying opening and closing times. The earliest starting time is 9am and the latest closing time is 8.30pm. It has 13 stops and locations:

- City of Banyule (1 stop): West Heidelberg
- Shire of Nillumbik (9 stops): Arthurs Creek, St Andrews, Hurstbridge, Panton Hill, Christmas Hills, Yarrambat, Diamond Creek, Kangaroo Ground, North Warrandyte
- City of Whittlesea (3 stops): Epping, Mernda, Doreen.

The ML is staffed by two Band 5 officers who at times work together or on their own. A relief driver is used for later shift times.

Key staff responsibilities are:

- Customer service duties
- Mobile Library Operations (including driving, cleaning and managing the maintenance of the truck)
- General library and collection responsibilities.

Following upgrades last year, the ML has had increased visits and loans (over 60% in loans) demonstrating the demand for the service in the growing rural communities it visits.

The following figures from 2018 – 2019 demonstrate an increase in membership, visits and usage.

	2017-2018	2018-2019	% change
Membership	2,006	2,277	13.5%
Visits	21,131	35,044	65.84%
Loans	63,236	102,118	61.50%

Outreach Vehicle

The Outreach Vehicle (OV) is currently operational via a 7.5-metre-long Isuzu NQR 450 Long truck. It houses 2,600 items including large print books, DVDs, magazines and audiobooks.

The OV is housed at the City of Banyule Depot when not in use.

Facilities include public Wi-Fi, 240v power via an onboard generator, wheelchair access via lift when required, otherwise stairs are used and has a heating and cooling via Reverse Cycle Air Conditioning unit.

The OV visits nursing homes, retirement villages and assisted living accommodation facilities on a regular 3-week cycle. It is designed for ambulatory people who are not able to visit their local branch library but who are able to choose their own library materials. The OV has steps and a wheelchair lift that can also assist people on walking frames.

The service operates Tuesday to Friday 9:00am to 5:00pm.

The OV is staffed by 2 Band 5 officers who work separately. A relief driver is used when required.

Key staff responsibilities are:

- Outreach Services Operations (including driving, cleaning and managing the maintenance of the truck)
- Customer Service duties
- General library and collection responsibilities.

The following is a summary of memberships and usage.

	2017-2018	2018-2019	% change
Membership	907	1,033	13.9%
Loans	22,143	22,179	0.16%

Scope and deliverables

The consultant will be required to review YPRL's Outreach Service (excluding the Home Library Service) which considers and/or addresses the following:

- how can YPRL best deliver services to remote and rural communities in a way that suits community needs
- how can YPRL best deliver services to remote and rural communities in a way that meets its strategic objectives and align with member Council strategies and outcomes

- How can YPRL provide equitable library services to outer and rural communities to meet the needs of those communities in an affordable and effective way
- The development of best practice guidelines in the delivery of mobile library services
- Investigate partnerships with key stakeholders to maximise mobile library service delivery
- Investigate viable alternative models of service delivery to small communities.

The consultant is required to deliver the following outputs within scope, on time and within budget:

1. Review of relevant documents and plans.
2. Develop and deliver a stakeholder engagement plan identifying key tasks and timelines, including but not limited to:
 - YPRL Senior Leadership Team, Mobile Library staff, Outreach Vehicle staff
 - Meeting with key Council representatives
 - Identifying and meeting with relevant stakeholders.
3. Provide details of methodology to undertake research, industry analysis and benchmarking to inform this review.
4. Present a review report that provides YPRL with a clear indication of opportunities, considerations, partnerships and engagement as outlined in the Scope, above.

A draft plan will need to be presented for review internally by key staff stakeholders and a final plan will follow for YPRL Board endorsement.

Consultant experience

YPRL expects the Consultant to have demonstrated expertise in the initiation and delivery of cultural policy, planning and programming; cultural facilities development; or community development projects.

The Consultant will need to:

1. Understand the industry trends, growth opportunities and challenges associated with the GLAM sector and libraries.
2. Have experience working with the GLAM industry and/or in a library or local government context.
3. Have extensive experience in research and consultation practices and ability to engage stakeholders and synthesise key feedback.
4. Deliver the required outcomes on schedule, on budget and to a high standard.

Key milestones and timelines

Please provide indication of your ability to complete this job within required timeframes.

Part 3. Conditions of Quotation

Presentation Requirements

Respondents may be required to present their Quotation to YPRL staff and include a presentation of their experience in reviews of this nature.

YPRL will contact respondents if a presentation is required.

For further information please call Jane Cowell on 0408 524 460.

Quotation Submissions

Documentation must be submitted by the closing time and date of **5:00 pm 8 April 2021**.

Documentation should be submitted electronically to Jane Cowell at **ceo@ypri.vic.gov.au**.

Documentation received by any other means or received late may not be considered.

All vendors will be informed regarding the outcome of their Quotation at the conclusion of the process.

Acknowledgement by Respondent

The respondent acknowledges that:

- YPRL is not required to accept any quotations.
- YPRL is not required or bound to accept the lowest priced response.
- YPRL may require the respondent to supply further information.
- YPRL may issue additional information, which add to, supplement, amend, vary or clarify the provisions of the RFQ.
- The RFQ evaluation panel and/or YPRL may undertake due diligence checks as part of the evaluation process.

Post RFQ Response Submissions

Notwithstanding any other requirements of the RFQ Documents, YPRL may require a respondent to submit additional information concerning its quotation before any response is accepted. Should a respondent fail to submit the additional information so required by the date and time stipulated by YPRL, its response may not be further considered

Validity Period of Quotation

For each Quotation submitted, the respondent shall maintain a Validity Period of 30 days from the Quotation closing date.

Disclosure of RFQ Information

The Freedom of Information Act 1982 provides the documents containing information of a business, commercial or financial nature is exempt from disclosure under the Act. Respondents should note that it is the YPRL's decision that all RFQ respondents lodged with it qualify for exemption from disclosure under the Act.

Respondents to inform themselves

By responding to this RFQ, a respondent will be deemed to have acknowledged and agreed that it has done so on the basis that it has:

- i. the necessary skills, knowledge and experience to provide the goods and/or services sought
- ii. fully examined the RFQ (including all documents the RFQ refers to) and any other information made available by YPRL to respondents for the purpose of this RFQ
- iii. made its own reasonable enquiries (including inspections) to fully inform itself of all the risks, contingencies and other circumstances which may impact on the Quotation and the proper performance of the respondent's obligations under the Quotation
- iv. not relied upon any warranty or representation (whether oral or in writing or by conduct) made on behalf of YPRL except where such warranty or representation is contained in this RFQ or made through the processes specified by these conditions of Quotation
- v. satisfied itself as to the accuracy and sufficiency of the Quotation (including the Quotation's prices) to achieve the due and proper performance and completion of the respondent's obligations under the Quotation.

Clarification of Quotation

At any stage during the evaluation phase, YPRL may request clarification of any Quotation in respect of specific issues contained in that Quotation; interviews with respondents; respondents to provide additional information in writing; a site inspection or a presentation of the respondents' facilities and equipment to clarify any part of the Quotation and to examine the capabilities of such facilities and equipment. The respondent shall not unreasonably deny such request. Failure to comply with any such request may result in the Quotation being excluded from further consideration.

The respondent shall provide such clarification, additional information, presentation or site inspection at no cost to YPRL.

Enquiries of referees and others

Respondents should note that YPRL may make enquiries of any person, company or organisation to ascertain the suitability of the Quotation and the supplier. This may include, but is not limited to, the confirmation of any information provided in the Quotation.

Evaluation Methodology

Responses will be evaluated using, but not limited to, the following criteria:

Capabilities and Compliance

- Capabilities of respondent
- Extent of compliance with specification
- Ability to conform to YPRL requirements

Experience

- Successful provision of Consulting Services for libraries and public buildings
- References / reputation

Commercial / financial

Financial viability

Australian corporate presence

Appropriate insurances

Financial

Cost

Part 4 - Information to be provided

Respondents are asked to submit any information for evaluation that they feel is relevant to this RFQ.

Respondents are required to complete the schedules as follows:

- Schedule 1 – Detail of Respondent
- Schedule 2 – Pricing Schedule

Schedule 1. Detail of Respondent

RFQ NO:

QUOTATION CLOSING TIME: 8 April 2021 5.00pm (AEST)

I/We the undersigned, being duly authorised to act on behalf of the respondent and having read the entire Request for Quotation documents, submit on behalf of the respondent the attached Quotation. In submitting this Quotation, the respondent is proposing that it will provide and perform the goods and services (including the provision and supply of all materials and labour) as named, shown, described and alluded to in this Quotation response for:

The Provision of an Outreach Services Review for Yarra Plenty Regional Library at the prices or rates set out in Schedule 2 and otherwise in accordance with the RFQ and the attached Quotation.

JOINT OFFER: This Quotation is*/is not* submitted by two or more parties.

*delete whichever is not applicable

1	Contact details	
1.1	Name of business	
1.2	Name and title of contact person	
1.3	ACN	
1.4	ABN or ARBN	
1.5	Registered Address	
1.6	Principal Place of Business	
1.7	Web address/URL	
1.8	Telephone	
1.9	Email	

Contact person _____

Signature of contact person _____

Date: _____

Schedule 2. Pricing Schedule

Please include pricing for the proposed service solutions. Please note:

- All prices quoted shall be in Australian currency
- All prices must be submitted based on the Australian tax legislation as of the date of this RFQ.

All appropriate costs should be included such as:

- Proposed methodology to undertake the review
- Cost of provision of services including individual costs for each stage of the proposed review methodology
- Any additional documentation costs
- Any other costs not listed above

If the indicated price is subject to any other external fluctuations, please specify these fluctuations and the proposed method of managing such fluctuations during the period of the service agreement.

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