

LA COUNTY LIBRARY
MATERIALS HANDLING AND DISTRIBUTION PROCESS ASSESSMENT
OF FACILITIES SERVICES AND LOGISTICS

Background

With 86 locations, LA County Library (Library) provides services to over 3.5 million residents living in unincorporated areas and to residents from 49 of the 88 incorporated cities within the County, with a service area that extends over 3,000 square miles. Library houses a collection of 7.5 million books and materials, including DVDs and CDs, with an annual circulation of 3.3 million items. Each card-holder may request and hold up to fifty (50) items, which are then delivered to the patron's community library through interlibrary loans within the LA County Library system, resulting in a total of 1.7 million annual holds.

Scope of Work

Contractor shall provide expert advice, consulting and assistance in the complete and comprehensive assessment of Library's materials handling and distribution process, including detailed steps to implement recommendations.

The Library anticipates starting this project within 60 days after the release of this solicitation. However, this date is subject to change depending upon when the Consultant is selected and when the Purchase Order is executed.

The Contractor shall:

- Conduct and document assessments, findings and recommendations in a roadmap/plan by which the Library shall restructure services for greater efficiency and effectiveness.
- After initial analysis of current operations, compare with other similar Library jurisdictions to identify opportunities for process improvement. (Library can arrange contact with other jurisdictions). Contractor may recommend adoption of other methodologies to enhance service where appropriate.
- Recommend changes to manage current investment in technology and equipment, as well as replacing systems, include automated materials handling systems.
- Draft specifications for recommended technology and equipment.

Objective

LA County Library is seeking a consultant to complete a comprehensive business process assessment of its current materials handling and distribution process, including a cost/benefit analysis for an automated materials handling system (AMH). At the completion of the assessment, the consultant will provide a final report, including recommendations, AMH specifications and detailed steps to implement recommendations. Assessment areas include, but are not limited to:

- A. Staffing
- B. Distribution Processes
- C. Infrastructure including space, structural, mechanical, fire/life safety, accessibility, and power/data requirements.

Minimum Requirements

- Must have completed at least one (1) business process assessments, similar to this scope of work for a business with at least ten (10) sites, within the last five (5) years. At least one (1) customer reference, including contact name, phone number and email, for these projects must be submitted with your bid.
- Must be an independent consultant, with no current connection (via contract or employment) with any organization or business providing material handling systems or associated technologies.

This solicitation includes a mandatory virtual bidder's conference – December 5, 2022 from 9-10:30. Please RSVP, via email, with the buyer to receive the Microsoft Teams invite – YDuckworth@isd.lacounty.gov. Bids will be evaluated only for those who attend the bidder's conference.

Tasks and Deliverables

Task 1 - Project Initiation and Planning

- A. Establish an initial project meeting with Library management to review the scope of work; obtain list of needs from contractor; and provide Library information.
- B. Establish a project plan, including a list of milestones and deadlines for each task.
- C. Establish a plan of periodic status report meetings following 1) task completions, 2) project milestones or 3) as needed.

Task 2 - Current State Assessment

Contractor will observe and evaluate current processes for materials handling and distribution, including amount of staffing performing functions and identifying inefficiencies based on industry standards and comparisons to other library districts (or similar systems).

- A. Patron: Evaluate the process for the selection of materials placed on hold by the patron on the Library's Integrated Library System software. Evaluate the process for the patron to check materials out and return them, including the process for notifying the patron that the book(s) is(are) ready for pick up.
- B. Library: Evaluate the process for checking out (via self-check and customer service desk, including Will Call) and receiving returned materials at the library. Evaluate the process for preparing material to be sent to a different library (pulling material from library shelf or hold shelf; packaging the material for delivery) and evaluate the process for receiving material from a different library (receiving item from transit in ILS, shelving returns and holds). A minimum of three (3) libraries (small, medium, large) within each of the five (5) regions will be evaluated.
- C. Regional Office: Evaluate the process for local sorting of materials being returned to owning library or transferred to fill hold requests (moving material to sorting area; packaging material for delivery) at each of the five (5) Regional Offices. Evaluate the process for receiving items without packing slips. Evaluate the process of materials that are damaged and being sent to fill a hold request. Evaluate the process of sending materials for special programming or events.

- D. Technical Services: Evaluate the process for preparing new materials for distribution to the libraries.
- E. Supply Unit: Evaluate the process for receiving and filling requests for supplies and preparing them for distribution.
- F. Shipping/Receiving: Evaluate the process for receiving materials from libraries; sorting the materials for new destinations; preparing materials for delivery.
- G. Interlibrary Delivery: Evaluate the process for delivery of materials from Shipping/Receiving to each individual library.

Task 3 – Available Technology/Equipment

Based on information obtained in the evaluation of the current process, identify and evaluate potential equipment/technology to improve efficiencies, including an automated materials handling system. Prepare a Cost/Benefit Analysis comparing the current processes versus the available equipment/technology, including recommendation regarding staffing needs, space and ancillary equipment needs to implement new technology. All recommendations must be generic and not reference a specific brand or model. All equipment/technology specifications or requirements must include justification for each.

Task 4 – Findings and Recommendations

Contractor shall develop an initial Report on Assessment Findings and Recommendations (RAFR) that summarizes the project findings, assessments and recommendations described in Tasks 1 through 3. The RAFR shall include recommendations, including process improvements, staffing, space needs, technology and equipment, with associated specifications, that best meet the Library's current and future needs as well as a roadmap for the Library's next (actionable) steps for possible restructure of services for greater efficiency and effectiveness.

Contractor shall conduct an Executive Review Session and Assessment Conference (ERSAC) that leads County Executives and attendees through all portions of the RAFR and in a step-by-step manner. Contractor shall include feedback from the Executive Review Session and incorporate them into the final version of the RAFR.

Contractor shall ensure that all reports and documentation in Task 4 are submitted electronically as a *.pdf or *.doc document.

A certificate of Insurance will be required from the intended awardee prior to finalizing the awarded Purchase Order.