AGENDA
BOARD OF LIBRARY COMMISSIONERS
CITY OF LOS ANGELES
THURSDAY, SEPTEMBER 24, 2015

CENTRAL LIBRARY
BOARD ROOM, 4th FLOOR
630 W. 5TH STREET
LOS ANGELES, CA 90071

TIME: 11:00 A.M.

AGENDA: In compliance with Government Code Section 54957.5, you may view the agenda and all available documents related to the items at the Central Library’s Information Desk or via the Internet at: http://www.lapl.org/about-lapl/board-library-commissioners. Some large agreements or attachments that may not be viewable on the website will be available in their entirety at the Information Desk and provided at the Board Meeting.

1. ROLL CALL

2. ELECTION OF OFFICERS – FISCAL YEAR 2015/2016

3. APPROVAL OF MINUTES: Regular Meeting – September 10, 2015

4. PUBLIC COMMENTS ON MATTERS WITHIN THE BOARD’S JURISDICTION

   (In accordance with Board Policy, a total of 15 minutes shall be allocated for public comment not to exceed three (3) minutes per speaker. Items arising during the public comment portion of the meeting shall be referred by the President to the staff or Board Committee for appropriate action or report back thereon to the Board.)

5. CITY LIBRARIAN’S COMMENTS AND ANNOUNCEMENTS

6. CITY LIBRARIAN’S REPORTS

   CONSENT CALENDAR

   (Commissioners who wish to discuss particular items should ask that such items be called as Special. The remaining items will be subject to a single vote.)

   a. Recommendation to accept a gift of $15,000 from the Friends of the Platt Library to purchase library materials for the Platt Branch Library (EXHIBIT “A”)
BOARD DISCUSSION

b. Recommendation to approve the establishment of a new fund and account within Department 44 to be known as the Library Budget Reserve Fund and approve the appropriation in the amount of $2,000,000 from the Unreserved and Undesignated Fund Balance (UUFB), Fund 300, Department 44, Account 239 to the Library Budget Reserve Fund, account to be assigned by the City Controller (EXHIBIT “B”) 

c. Recommendation to approve transfer of $3,069,367 from the Library’s Unreserved and Undesignated Fund Balance (UUFB), Account 2539 to various accounts within Fund 300, Department 44, Fiscal Year 2015-16 Library Budget (EXHIBIT “C”) 

d. Recommendation to approve Request for Proposals (RFP) for a Marketing Consultant to develop a Marketing Plan for the Los Angeles Public Library (EXHIBIT “D”) 

7. VARIOUS COMMUNICATIONS: None.

8. COMMISSIONERS’ COMMENTS, ANNOUNCEMENTS AND REVIEW OF MATTERS PENDING

9. ADJOURNMENT

NEXT BOARD MEETING NOTICE

The next meeting of the Board is scheduled for Thursday, October 8, 2015 at the Valley Plaza Branch Library, 12311 Vanowen Street, North Hollywood, CA 91605, at 11:00 a.m.

FINALIZATION OF BOARD ACTIONS - CHARTER SECTION 245: In accordance with Charter Section 245, actions of the Board of Library Commissioners shall become final at the expiration of the next five (5) meeting days of the City Council during which the Council has convened in regular session.

PARKING: Reduced parking rate validation can be obtained by showing your library card at the Information Desk, and is only valid for parking on the Westlawn Garage at 524 S. Flower Street. The Westlawn Garage is not owned or operated by the Library Department. Additional information is available at www.lapl.org.

Title II of the American with Disabilities Act: The City of Los Angeles does not discriminate on the basis of disability and upon request will provide reasonable accommodations to ensure equal access to its programs, services, and activities. To ensure availability, you are advised to make your request at least 72 hours prior to the meeting/event you wish to attend. For additional information, please contact the Board Office at (213) 228-7530.
RULES OF DECORUM: Persons addressing the Commission shall not make impertinent, slanderous or profane remarks to the Commission, any member of the Commission, staff or general public, nor utter loud, threatening, personal or abusive language, nor engage in any other disorderly conduct that disrupts or disturbs the orderly conduct of any Commission Meeting and prevents the Commission from carrying out its public business. At the discretion of the Commission President or upon a majority vote of the Commission, the Commission President may order removed from the Commission meeting place any person who fails to observe the rules of decorum. Any person who has been ordered removed from a meeting may be charged with a violation of Penal Code Section 403, or other appropriate Penal Code or Los Angeles Municipal Code sections.

POSTED 9/21/15

FOR INFORMATION CONTACT: LIBRARY COMMISSION OFFICE (213) 228-7530
LOS ANGELES PUBLIC LIBRARY
BOARD REPORT

September 24, 2015

TO: Board of Library Commissioners
FROM: John F. Szabo, City Librarian

SUBJECT: ACCEPTANCE OF GIFT FROM THE FRIENDS OF THE PLATT LIBRARY

RECOMMENDATION:

That the Board of Library Commissioners adopts the following resolutions:

RESOLVED, That a gift of $15,000 received from the Friends of the Platt Library, for the benefit of the Platt Branch Library be accepted; and

FURTHER RESOLVED, That a letter of thanks be sent to the Friends of the Platt Library, expressing the grateful appreciation of the Board and staff for the generous gift.

FINDINGS:

1. The gift of $15,000 will be used to purchase library materials for the Platt Branch Library

2. A letter of thanks should be sent to:

   Ms. Hermalee Schmidt, President
   Friends of the Platt Library
   23600 Victory Blvd.
   Woodland Hills, CA 91367-1349

Prepared by: Ruth Seid, West Valley Area Manager
Reviewed by: Cheryl Collins, Director of Branches
TO: Board of Library Commissioners

FROM: John F. Szabo, City Librarian

SUBJECT: LIBRARY BUDGET RESERVE FUND

RECOMMENDATION:

THAT the Board of Library Commissioners adopt the following resolution:

RESOLVED, To establish a new fund and account within Department 44 to be known as the Library Budget Reserve Fund and procedures for staff to appropriate funds into the account and approval to draw upon the account.

FURTHER RESOLVED, To approve the appropriation of funds in the amount of $2,000,000 from the Unreserved and Undesignated Fund Balance (UUFB), Fund 300, Department 44, Account 2539, to the Library Budget Reserve Fund, Account Number to be assigned by the Office of the City Controller.

<table>
<thead>
<tr>
<th>Account</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>From: Fund 300; UUFB, Account 2539</td>
<td>$ 2,000,000</td>
</tr>
<tr>
<td>To: Fund TBA; LBFR, Account TBA</td>
<td>$ 2,000,000</td>
</tr>
</tbody>
</table>

FINDINGS:

1. The Library Budget Reserve Fund (LBRF) is hereby established to set aside savings during periods of economic growth which can be drawn upon to stabilize revenue during economic downturns, address unforeseen circumstances in a timely manner, and provide any necessary capital improvements.

2. The LBRF will be initially funded through an appropriation from the Unreserved and Undesignated Fund Balance (UUFB) in the amount $2,000,000.

3. The Board of Library Commissioners, may approve the use of the LBRF for the following:

   A. For critical Library public health and safety needs due to unforeseen circumstances.

   B. To offset revenue shortfalls that occur within a fiscal year due to lower than anticipated receipts.

   C. To use as an appropriation for future proposed budgets should the economy experience a downturn.
TO: Board of Library Commissioners

FROM: John F. Szabo, City Librarian

SUBJECT: APPROPRIATION FROM THE UNRESERVED AND UNDESIGNATED FUND BALANCE (UUFB) FOR AS-NEEDED SALARIES, DIGITAL LEARNING LABS, SECURITY VEHICLES, AND CONTRACT SECURITY

RECOMMENDATIONS:

THAT the Board of Library Commissioners adopt the following resolution:

RESOLVED, That the Board of Library Commissioners approve the appropriation of $3,069,367 from the Library's Unreserved and Undesignated Fund Balance (UUFB), Fund 300, Department 44, Account 2539, to the accounts listed below in Fund 300, Department 44:

<table>
<thead>
<tr>
<th>Account</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>From: Fund 300; UUFB, Account 2539</td>
<td>$ 3,069,367</td>
</tr>
<tr>
<td>To:   1070 – Salaries, As-Needed</td>
<td>$ 1,000,000</td>
</tr>
<tr>
<td>3040 – Contractual Services</td>
<td>1,460,507</td>
</tr>
<tr>
<td>6010 – Office and Administrative</td>
<td>264,460</td>
</tr>
<tr>
<td>7300 – Furniture, Office &amp; Technical Equipment</td>
<td>5,200</td>
</tr>
<tr>
<td>9510 – Various Special (Related Costs)</td>
<td>339,200</td>
</tr>
</tbody>
</table>

TOTAL: $ 3,069,367

FINDINGS:

1. Funds in the amount of $6,697,461 reverted to the Unreserved and Undesignated Fund Balance (UUFB) at the end of the fiscal year. This is primarily attributed to salary savings due to the inability to fill vacant positions and the delay in obtaining contracts for the design and the construction of the digital learning labs.
2. The Library Department uses substitute librarians, clerks and other staff to provide public service or in other functions to fill-in for vacancies or when staff members are sick, on vacation, or on jury duty. The transfer of funds from the UUFB to the Salaries As-Needed Account ($1,000,000) is necessary to ensure that public desks are staffed.

3. The FY 2014-15 Library Adopted Budget included funding for digital learning labs. Funds reverted to the UUFB due to the delay in obtaining contracts for the design and the construction of the project. The re-appropriation of funds will allow the Library to continue with the design and construction build-out, and procurement of furniture and equipment ($1,730,167).

4. The FY 2014-15 Library Adopted Budget included funding for additional LAPD Library Security Officers for roving patrols of the branch libraries. LAPD lacks sufficient vehicles for the additional officers. Funds in the amount of $100,000 are requested to procure two (2) Library Security vehicles to increase the roving patrols.

5. Additional funds in the amount of $239,200 are requested for five (5) full-time equivalent contract security guards for branch libraries.

Prepared by: Robert Morales, Senior Management Analyst II
Reviewed by: Kris Morita, Assistant General Manager
TO: Board of Library Commissioners

FROM: John F. Szabo City Librarian

SUBJECT: REQUEST FOR PROPOSALS FOR A MARKETING CONSULTANT TO DEVELOP A MARKETING PLAN FOR THE LOS ANGELES PUBLIC LIBRARY

RECOMMENDATIONS:

1. That the Board of Library Commissioners approve the issuance of a Request for Proposals (RFP) for a marketing plan consultant to prepare a marketing plan for the Los Angeles Public Library, and that the RFP be approved, advertised and distributed to potential proposers.

2. That the Board of Library Commissioners determine, in accordance with Charter Section 1022, that it is more economical that these services be performed by an independent contractor.

3. That proposals be submitted no later than 1:00 p.m. on Tuesday, December 8, 2015 at the office of the Board of Library Commissioners, 630 West Fifth Street, Los Angeles, CA 90071.

FINDINGS:

1. This is an unprecedented time of opportunity and innovation for the Los Angeles Public Library (LAPL or Library). It is building on its proud tradition of excellence and is offering enhanced programs, outstanding collections, robust technology, an expanded digital presence and increased opportunities to connect within and between communities.

2. Library staff and the commission previously identified the need for a comprehensive marketing plan to raise awareness of these and other library services and increase library use. In addition, enhancing visibility of library programs and services through marketing is a significant objective in the Library’s 2015-2020 strategic plan.

3. Now, with funds provided in its FY 2015-16 budget, the library is able to engage a qualified consultant to create a comprehensive marketing plan with guidelines for developing, coordinating and maximizing the Library’s marketing efforts.

4. The marketing plan will include a situational analysis and identify marketing goals, target audiences, marketing strategies, implementation tactics, measureable objectives and evaluation guidelines.
5. The plan will provide guidelines specifically for: Building greater recognition of the library through targeted marketing initiatives; Broadening external communications through the dissemination of strategic messages; Charting a marketing direction that allows the library to successfully participate in the city’s changing landscape; Recommending the organizational structure and resources necessary to effectively market the library; and Highlighting opportunities and strategies to increase library use.

6. The term of this agreement is two (2) years with one (1) year renewal option.

7. The RFP was created with input by the Board of Library Commissioners' Ad Hoc Committee on Public Relations and Marketing.

8. The RFP has been forwarded to the City Attorney's Office for review as to form.

Prepared by:  
Peter Persic  
Public Relations and Marketing Director

Reviewed by:  
Kris Morita  
Assistant General Manager
REQUEST FOR PROPOSAL FOR  
Marketing Plan Consultant  
CITY OF LOS ANGELES  
LOS ANGELES PUBLIC LIBRARY (LAPL)

DATE RFP Issued: October 2, 2015

Title: RFP# 44-011  
Marketing Plan Consultant for Los Angeles Public Library

Description: The Los Angeles Public Library is seeking a qualified consultant to develop a comprehensive marketing plan.

Eligibility to Apply: Individual or firm must have minimum of five (5) years experience producing marketing plans.

Website Address: http://www.labavn.org  
Proposer must register on this website (Los Angeles Business Assistance Virtual Network) before they can access the RFP and updates. Business Inclusion Program (BIP) Outreach must be completed fifteen (15) days prior to the RFP Due Date. See the exact date for this RFP on the LABAVN website

Initial Term: Two (2) years with one (1) year renewal option.

Key Dates:  
Proposal Due: December 8, 2015, 1:00 p.m.

Proposal Delivery Address: Los Angeles Public Library  
Board of Library Commissioners Office, 4th Floor  
630 W. 5th St., Los Angeles, CA 90071

Mandatory Pre-proposal Conference: Tuesday, October 20, 2015 at 10:00 a.m.  
Central Library Board Room  
630 W. 5th Street, Los Angeles, CA 90071  
(RSVP to Eloisa Sarao, email address: esarao@lapl.org)

Tentative Starting Time for Consultant: February 2016
Final Marketing Plan Due: In May 2016
Presentation of the Marketing Plan to the Board of Library Commissioners: In June 2016
Contract Administrator: Eloisa Sarao
(213) 228-7463; esarao@lapl.org
REQUEST FOR PROPOSAL
Marketing Plan Consultant for Los Angeles Public Library

1. INTRODUCTION .................................................................................................................. 1
   1.1. LAPL Background ................................................................................................. 1

2. SCOPE OF WORK ............................................................................................................. 2
   2.1. Marketing Plan Goals ............................................................................................. 2
   2.2. Steps To Develop Marketing Plans ...................................................................... 2
       2.2.1 Communications Audit .................................................................................... 2
       2.2.2 Initial Primary Research ................................................................................... 3
       2.2.3 Marketing Plan Development ............................................................................ 3

3. Timeline ........................................................................................................................ 4

4. EVALUATION AND SELECTION PROCESS .............................................................. 4
   4.1. Evaluation Factors .................................................................................................. 4

5. PROPOSAL SUBMITTAL AND REQUIREMENTS ......................................................... 5
   5.1. Mandatory Pre-Proposal Conference .................................................................. 5
       5.1.1. Purpose Of Pre-Proposal Conference ............................................................ 5
   5.2. Proposal Format .................................................................................................... 5
   5.3. Submission Requirements .................................................................................... 5
       5.3.1. Submission Date And Location ..................................................................... 5
       5.3.2. In Writing ....................................................................................................... 6
       5.3.3. Cover Letter .................................................................................................. 6
       5.3.4. Authorized Signatures .................................................................................. 6
       5.3.5. Work Plan ..................................................................................................... 6
       5.3.6. Assigned Personnel ....................................................................................... 6
       5.3.7. Schedule/ Timetable ...................................................................................... 7
       5.3.8. Relevant Experience ...................................................................................... 7
       5.3.9. References ..................................................................................................... 7
5.3.10. Project Cost ........................................................................................................ 7

5.4. General Conditions ................................................................................................ 8
  5.4.1. Declaration Of Non-Collusion ...................................................................... 8
  5.4.2. Acceptance And Disposition Of Proposals ............................................. 8
  5.4.3. Proposal Protest ......................................................................................... 9
  5.4.4. RFP Revisions ......................................................................................... 10
  5.4.5. Transfers, Joint Ventures And Use Of Subcontractors ....................... 10
  5.4.6. Information Requested And Not Furnished ....................................... 10
  5.4.7. Alternatives .......................................................................................... 10
  5.4.8 Proposal Errors ...................................................................................... 10
  5.4.9. Interpretation And Clarifications .......................................................... 11
  5.4.10. Cost Of RFP ......................................................................................... 11
  5.4.11. Americans With Disabilities Act ......................................................... 11
  5.4.12. Proposers Contact For Information .................................................... 11

5.5. Standard Provisions For City Contracts (Rev2.3-09) ...................................... Attachment 1

5.6. Supporting Documents Required By The City of Los Angeles .................. 12
  5.6.1. Contractor Responsibility Ordinance ..................................................... 12
  5.6.2. Equal Benefits Ordinance ..................................................................... 12
  5.6.3. Living Wage Ordinance And Service Contractor Worker Retention Ordinance ............................................................................................................... 12
  5.6.5. Slavery Disclosure Ordinance ............................................................... 14
  5.6.6. Child Support Obligations Compliance Form ...................................... 15
  5.6.7. City Contracts Held Within the Past Ten Years .................................. 15
  5.6.8. Los Angeles Residence Information .................................................... 15
  5.6.9 City Ethics Certification and Contributions .......................................... 15

iv
5.6.10. Business Tax Registration Certificate .................................................. 16
5.6.11. City’s Insurance Requirements .............................................................. 17
5.6.12. Business Inclusion Program (BIP) Requirements ................................. 17
5.6.13. Contractor Evaluation Program ............................................................ 18
5.6.14. Local Business Preference Program ...................................................... 18
5.6.15. Iran Contracting Act Of 2010................................................................. 18
5.6.16. First Source Hiring Ordinance ............................................................. 19

5. PROPOSER CHECK LIST ............................................................................. 20

ATTACHMENT 1 Standard Provisions of City Contracts (Rev2.3-09)

APPENDICES

E.1 Declaration of Non-Collusion
E.2 Contractor Responsibility Ordinance (CRO)
E.3 Contractor Responsibility Ordinance Questionnaire
E.4 Contractor Responsibility Ordinance Pledge of Compliance
E.5 Living Wage Ordinance (LWO) and Amendments
E.6 LWO Employee Information Form
E.7 LWO Subcontractor Declaration of Compliance
E.8 LWO Subcontractor Information Form
E.9 LWO Non-Coverage Exemption Application (if applicable)
E.9a LWO Non-Profit/One Person Exemption Form (if applicable)
E.9b LWO Small Business Exemption Form (if applicable, English)
E.9c LWO Small Business Exemption Form (if applicable, Spanish)
E.10 Service Contractor Worker Retention Ordinance (SCWRO) and Amendments
E.11 SCWRO Application for Non Coverage or Exemption (if applicable)
E.12 Child Support Assignment Orders Ordinance
E.12a Child Support Certification of Compliance
E.13 City of Los Angeles Contract History
E.14 City of Los Angeles Residence Information
E.15 Bidder Certification CEC Form 50 (Rev. Feb 2014)
E.16 Bidder Contribution CEC Form 55 (Rev. October 2013)
E.16a Prohibited Contributors CEC Form 56
E.17 Insurance Requirements
E.18 **BIP Outreach Process**
E.19 Local Business Preference Program
E.20 California Iran Contracting Act of 2010 Compliance Affidavit
E.21 First Source Hiring Ordinance
E.21a First Source Hiring Rules and Regulations to Implement
REQUEST FOR PROPOSAL  
Marketing Plan Consultant for Los Angeles Public Library

1. INTRODUCTION

The Los Angeles Public Library (LAPL or Library), a department of the City of Los Angeles, seeks a consultant to develop a comprehensive marketing plan for the Library.

This is an unprecedented time of opportunity and innovation for the Library. LAPL is building on its proud tradition of excellence and is offering enhanced programs, outstanding collections, robust technology, an expanded digital presence and increased opportunities to connect within and between communities.

The marketing plan will provide vision and direction to LAPL as it expands its services and reaches out to meet the needs of record numbers of Angelenos. LAPL expects the marketing plan to include a situational analysis, marketing goals, target audiences, marketing strategies, implementation tactics, measureable objectives and evaluation guidelines.

1.1. LAPL Background

LAPL is governed by the Board of Library Commissioners, whose members are appointed by the Mayor. The department director, the City Librarian, reports directly to the Mayor. LAPL has approximately 1,100 employees and an operating budget of $143 million. The Library’s last marketing plan was completed in 2001.

Through its Central Library, 72 branch libraries and website (www.lapl.org), the Los Angeles Public Library provides free and easy access to information, ideas, books and technology that enrich, empower and connect everyone in our city’s diverse communities.

Los Angeles’ libraries are vibrant community centers with programs that turn young children into life-long readers, inspire teens to set career goals, and help adults enrich their lives.

Last year, 14.5 million people visited the Library, participating in nearly 20,000 programs and borrowing 15 million items from the collection of print and downloadable books, music, films and other items. Website visits totaled 22 million.

The Library’s special initiatives include early-childhood literacy, wellness services to reduce health disparities, online opportunities for adults to receive their high school diploma and career certificates, and a nationally-recognized program that helps immigrants become U.S. citizens.
The Los Angeles Public Library also operates the largest after-school program in the City of Los Angeles. It has twenty one (21) literacy centers citywide that help adults learn to read. With innovative technology, free computers and Wi-Fi at every location, the Library is the only place in Los Angeles where everyone can find their own bridge over the digital divide.

This year, LAPL received the nation’s highest honor awarded to libraries, the National Medal, presented by the Institute for Museum and Library Services. LAPL was selected for its success in meeting the needs of Angelenos and providing a level of social, educational and cultural services unmatched by any other public institution in the city.

In January 2015, LAPL began implementation of a five (5) year strategic plan. The strategic plan builds on the Library’s many strengths and charts a course toward the goal of giving everyone the resources they need to succeed.

2. SCOPE OF WORK

2.1 The marketing plan will provide guidelines for developing, coordinating and maximizing the Library’s marketing efforts, including:

2.1.1. Building greater recognition of the Library through targeted marketing initiatives that promote major programs, services and strategic plan initiatives.

2.1.2. Broadening external communications through the dissemination of strategic messages aimed at targeted internal and external audiences.

2.1.3 Addressing the changing landscape of Los Angeles and charting a marketing direction that allows the Library to successfully participate in this future environment.

2.1.4. Recommending the organizational structure and resources necessary to effectively market the Library.

2.1.5 Highlighting opportunities and strategies to increase Library use, especially among Angelenos not currently using the Library.

2.2 The following steps will be taken by the selected firm to develop the marketing plan:

2.2.1. Communications Audit
Interviews will be conducted with key members of the management team and stakeholders to gain a better understanding of the
organization and its development. A review will be conducted of the Library strategic plan and any available documents, information and/or primary and secondary market research that may assist in the development of the marketing plan. Current marketing, advertising, public relations and promotional efforts also will be reviewed.

2.2.2. Initial Primary Research
Customer input is imperative to develop a marketing plan that will build a lasting and meaningful image. It will also provide guidance in how to best differentiate the Los Angeles Public Library from other libraries and competitors, and how to best communicate to target audiences.

2.2.3 Marketing Plan Development
The marketing plan will include an image statement, the identification and prioritization of target audiences, key strategic messages, goals and objectives and specific strategies and activities. In addition, the marketing plan will include visual and brand identity recommendations as well as creative ideas for campaigns that support recommendations. The marketing plan will include but not be limited to the following elements:

Phase I: Where We Are
Situational Analysis
- Background
- Environment
- Interviews
- Initial research
- Communications audit
- SWOT (strengths/weaknesses/opportunities/targets from a marketing perspective)

Phase 2: Where We Want to Go
Marketing Goals
- Marketing goals, strategies, tactics and benchmarks
Target Audiences
- Segmented by geography, ethnicity, potential market share and other meaningful groupings
- Strategic message points

Phase 3: How to Get There
Marketing Strategies
- Brand building
- Positioning
- User relationship building
- Promotions
- Distribution channels
- Community awareness
- Increase Library usership and cardholders
- New products and services
- Guidelines for brand standardization

Phase 4: Evaluation
- Measurements and results analysis

3. TIMELINE
It is anticipated that approval of the marketing plan consultant will be completed by January 2016 and that work will begin on this project in February 2016 with the completed marketing plan to be presented to the Board of Library Commissioners in early June 2016.

<table>
<thead>
<tr>
<th>Proposals reviewed and interviews of finalists</th>
<th>Mid December, 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selection/contract negotiation</td>
<td>In January, 2016</td>
</tr>
<tr>
<td>Consultant starts</td>
<td>February, 2016</td>
</tr>
<tr>
<td>Preliminary draft</td>
<td>March, 2016</td>
</tr>
<tr>
<td>Final draft</td>
<td>April, 2016</td>
</tr>
<tr>
<td>Final plan completed</td>
<td>In May, 2016</td>
</tr>
<tr>
<td>Presentation of marketing plan to Library and commission</td>
<td>In June, 2016</td>
</tr>
</tbody>
</table>

4. EVALUATION AND SELECTION PROCESS

4.1. Evaluation Factors
The following criteria will be used in evaluating proposals and selecting the successful proposer. Evaluation of submitted proposals will be based on the following factors and the points available for each factor.

<table>
<thead>
<tr>
<th>Evaluation Factors</th>
<th>Maximum Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience and capacity of the proposer, past performance of the proposer on contracts of similar size and scope, experience and qualifications of key personnel assigned</td>
<td>45</td>
</tr>
<tr>
<td>Work Plan and responsiveness of proposal</td>
<td>25</td>
</tr>
</tbody>
</table>
5. PROPOSAL SUBMITTAL AND REQUIREMENTS

5.1. Mandatory Pre-Proposal Conference
A mandatory pre-proposal conference will be held to receive questions from prospective proposers regarding this Request for Proposals (RFP). This conference has been scheduled for October 20, 2015, at 10:00 a.m. at the LAPL’s Central Library Board Room, 630 W. 5th St., Los Angeles, CA 90071.

5.1.1. Purpose of Pre-Proposal Conference
The purpose of the conference is to clarify the contents of this RFP and to discuss LAPL’s needs.

5.2. Proposal Format
Proposals shall be based only on the material contained in the RFP, pre-proposal conference responses, amendments, addenda and other materials published by the City relating to the RFP. The proposer shall disregard any previous draft materials and oral representations that may have been obtained by the proposer. Proposals shall be submitted in accordance with the requirements of this RFP.

5.3. Submission Requirements

5.3.1. Submission Date and Location
LAPL will evaluate only written and signed proposals. LAPL will not accept a telegraphic or telephone proposal. Proposers are required to submit one (1) original RFP signed in ink and four (4) hard copies of the RFP response along with an electronic version on a flash drive. Each proposal must be enclosed in a sealed package showing the proposal title in the lower left corner. It is recommended that a messenger deliver the proposal to ensure timely delivery. The proposal shall be addressed as follows:

Board of Library Commissioners
Los Angeles Public Library
630 W. 5th Street
Los Angeles, CA 90071

A proposal must be received at the address given above on or before 1:00 p.m. on Tuesday, December 8, 2015. A proposal received after 1:00 p.m. on December 8, 2015 will not be accepted and shall be returned to the proposer unopened.

The formal opening of proposals will take place at that time. The LAPL reserves the right to extend the submission date subject to notification of all parties furnished this RFP by LAPL.

5.3.2. In Writing
All proposals must be submitted in writing, and proposers shall complete and return all applicable documents including forms, appendices, and any technical and/or illustrative literature. The City may deem a proposer non-responsive if the proposer fails to provide all required documentation and copies.

5.3.3. Cover Letter
Each proposal must include a cover letter limited to one (1) page. The cover letter must include the title, address and telephone number of the person or persons who will be authorized to represent the proposer.

5.3.4. Authorized Signatures
Proposals must be signed by a duly authorized officer eligible to sign contract documents and authorized to bind the Proposer to all commitments made in the proposal. Consortia, joint ventures, or teams submitting proposals will not be considered responsive unless it is established that all contractual responsibility rests solely with one proposer or one (1) legal entity. The proposal must identify the responsible entity.

5.3.5. Work Plan
A work plan that represents the proposer’s detailed approach to complete the Marketing Plan Development project (Project) as stated in Section 2 Scope of Work must be provided. The work plan should contain a clear description of all elements and deliverables of the Project. It should also contain the proposed methodology to be used.

5.3.6. Assigned Personnel
A list and/or organization chart specifically identifying the key individuals assigned to the Project is to be provided. Any subcontractors proposed must also be included. For each person listed, the following information is to be provided:
• Description of the work he or she will perform
• Amount of time (percentage and estimated hours) he or she will be assigned to work on the project
• Relevant work experience in years and level of responsibility
• A resume for each assigned staff/subcontractor that includes education, work experience and project descriptions and other evidence that shows the special skills and ability to successfully perform the required services.

5.3.7. Schedule/ Timetable
The proposal should include a schedule starting from February to April 2016 detailing the proposer’s process with key milestones. The timetable should include meetings, interviews, and surveys with stakeholders. Additionally, there should be periodic meetings and correspondence with LAPL staff regarding the progress of the project. The elements and deliverables described in the work plan should be reflected in the schedule including target dates. The consultant may be required to make a presentation to the Library Commission midway through the project to report on progress. The consultant shall make a presentation to the Library Commission in June 2016 to present the final product.

5.3.8. Relevant Experience
The experience of the proposer should also be described in detail, particularly the proposer’s experience with completing marketing plans for large urban Library systems in the past five (5) years. Proposers must have a minimum of five (5) years’ experience producing marketing plans. As part of the response to the proposal, the proposer should provide samples of up to three (3) marketing plans (hard copy if possible) the proposer has completed for other clients.

5.3.9. References
Proposer must include five (5) references: For each reference, please list the name, his/her position, organization, address, phone, email address.

5.3.10 Project Cost
The proposer must delineate the costs of the proposal. The costs may be submitted on a spreadsheet attached to the proposal. The costs must include a breakdown of salaries and expenses in hours and the total dollar amount by deliverable task. The costs must include salary or wage billing rate for each employee and/or subcontractor. Related expenses must also be detailed.
Proposals that do not clearly indicate the maximum total cost to complete the Project may be deemed non-responsive and rejected by the LAPL.

5.4. General Conditions

5.4.1. Declaration Of Non-Collusion
Each proposal must have attached thereto the affidavit of the proposer that such proposal is genuine, not a sham, and free of collusion, nor made in the interest or on behalf of any person, firm, or corporation not herein named; and that the proposer has not directly or indirectly induced or solicited any other proposer to submit a sham proposal, or any other person, firm, or corporation to refrain from submitting a proposal.

Proposers shall submit a signed Declaration of Non-Collusion (Appendix E.1). No other form will be accepted.

5.4.2. Acceptance And Disposition Of Proposals
The City of Los Angeles reserves the right to reject all proposals. Failure of the proposer to submit the above-required documents with their proposal may render the proposal non-responsive and result in its rejection.

All proposals submitted in response to this RFP shall become the property of the City of Los Angeles and will be a matter of public record, subject to the State of California Public Records Act (California Code Sections 6250 et seq.). Proposers must identify in writing all copyrighted material, trade secrets, or other proprietary information that the Proposers' claim are exempt from disclosure under the California Public Records Act (CPRA). Any proposer claiming such exemption must identify the specific provision of the California Public Records Act (CPRA) that provides an exemption from disclosure for each item that the proposer claims is not subject to disclosure under the Act. Please note that the wholesale use of headers/footers bearing designations such as "confidential," "proprietary," or "trade secret" on all or nearly all of a proposal is not acceptable, and may be deemed by the City as a waiver of any exemption claim. The identification of exempt information must be more specific.

In addition to the requested copies under Section 5.3.1 all proposers must supply one (1) unbound, complete duplicate copy of its proposal with those specific items claimed as exempt clearly marked (redacted). This copy must identify what specific information (if any) in their proposal that they claim, in good faith, is exempt from disclosure under the CPRA.
Any proposer claiming such exemption must also state in the proposal the following: "The proposer agrees to indemnify the City and its officers, employees, and agents and hold them harmless from any claim or liability and will defend any action brought against the City for its refusal to disclose copyrighted material, trade secrets, or other proprietary information to any person making a request therefor."

It is the intent of the City of Los Angeles to award a contract in a form approved by the City Attorney to the selected proposer. The RFP and the contractor's proposal, or any part thereof, may be incorporated into and made part of the contract. The City reserves the right to further negotiate the terms and conditions of the contract. The City reserves the right to withdraw this RFP, to reject any proposal for non-compliance with RFP provisions, or not to award a contract at any time because of unforeseen circumstances or if it is determined to be in the City's best interest.

5.4.3. Proposal Protest
The City will notify all proposers of the contract award recommendation. Any protest to a proposal award(s) must be submitted in writing to the Contract Administrator at the address shown below, by certified mail or personal delivery, within seven (7) calendar days of the mailing date of the notice of contract award recommendation. Proposers may appeal procedural issues only.

The procedure and time limits set forth in this section are mandatory and are the proposers' sole and exclusive remedy in the event of a protest. Failure by a party originating a protest to comply with these procedures shall constitute a waiver of any right to further pursue the protest, including filing a Government Code claim or legal proceedings. At a minimum, any written protest document must include the following:

1. Name, address, and telephone number of the protesting party
2. Name and number of this RFP.
3. Detailed statement of the legal and factual grounds of the protest, including copies of all relevant documents. The statement must also refer to the specific portion of the documents that form the basis of the protest.
4. Request for a ruling from LAPL.
5. Statement as to the form of relief requested.

Protest and attached documentation must be sent to the following address:
   Kris Morita, Asst. General Manager
LAPL may hold a hearing within five (5) working days after receiving the protest, unless waived by the proposer. The City Librarian shall make a final determination with respect to the protest and shall award the contract accordingly or reject all proposals. This decision shall be final.

5.4.4. RFP Revisions
Any revision, amendment and addendum made to this RFP will be posted on http://www.labavn.org.

5.4.5. Transfers, Joint Ventures And Use Of Subcontractors
Proposer shall not, without written consent of LAPL assign, hypothecate, or mortgage any terms in a contract with the City or sublease or license any portion of the work. Any attempted assignment, hypothecation, mortgage, sublease, or license without the written consent of LAPL shall render a contract null and void. Each and all conditions herein contained to be performed by proposer shall be binding on any consented transferee thereof.

5.4.6. Information Requested And Not Furnished
The information requested and, the manner of submission, are essential to permit prompt evaluation of all proposals. Accordingly, the City reserves the right to declare as non-responsive and reject any proposals in which information is requested and is not furnished or when a direct or complete answer is not provided.

5.4.7. Alternatives
The proposer shall not change any wording in the RFP or associated documents. Any explanation or alternatives offered shall be submitted in a letter attached to the front of the proposal’s documents. Alternatives that do not substantially meet the City’s requirements cannot be considered. Proposals offered subject to conditions and/or limitations may be rejected as non-responsive.

5.4.8. Proposal Errors
Proposer is liable for all errors or omissions incurred by proposer in preparing the proposal. Proposers will not be allowed to alter proposal documents after the due date for submission.

The City reserves the right to make corrections or amendments due to errors identified in proposal by the City or the proposer. This type of correction or amendment will only be allowed for errors and typing
or transposition. All changes must be coordinated in writing with authorization by and made by the Contract Administrator.

5.4.9. **Interpretation And Clarifications**
The City will consider prospective recommendations or suggestions regarding any requirements before the pre-proposal conference. All recommendations or suggestions must be in writing and submitted to the Contract Administrator. The City reserves the right to modify requirements on any RFP if it is in the best interest of the City.

5.4.10. **Cost Of RFP**
The City is not responsible for any costs incurred by proposer while submitting proposals.

5.4.11. **Americans With Disabilities Act**
As covered under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its proposal, programs, services and activities. If an individual with a disability requires accommodations to attend a pre-proposal conference or proposal opening, please contact the Contract Administrator at least five (5) working days prior to the scheduled event.

5.4.12. **Proposers Contact For Information**
For answers to questions relating to the content of this RFP, the proposers shall submit requests in writing to:

Eloisa Sarao, Asst. Business Manager
Los Angeles Public Library
630 West Fifth Street
Los Angeles, CA 90071
E-mail: esarao@lapl.org

LAPL shall be the sole judge of whether or not an answer is required. All questions submitted in writing by a proposer and answers provided by LAPL will be posted on [http:www.labavn.org](http:www.labavn.org) as an Amendment to the RFP.

Any oral communication between a proposer and a City employee is not binding on LAPL or the City of Los Angeles.
5.5. Standard Provisions for City Contracts (Rev2_3-09)
All contracts entered into as a result of this RFP are subject to the Standard Provisions for Personal Services Contracts (Rev2_3-09, see Attachment A).

5.6. Supporting Documents Required By the City of Los Angeles

5.6.1. Contractor Responsibility Ordinance
Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the provisions of Los Angeles Administrative Code Section 10.40 et seq., Contractor Responsibility Ordinance (CRO). Proposers shall refer to Appendix E.2, "Contractor Responsibility Ordinance," for further information regarding the requirements of the Ordinance.

All proposers shall complete and return, with their proposal, the Responsibility Questionnaire included in Appendix E.3 and Pledge of Compliance to the Ordinance, Appendix E.4. Failure to return the completed questionnaire may result in a proposer being deemed non-responsive.

5.6.2. Equal Benefits Ordinance
Bidders/Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of Los Angeles Administrative Code Section 10.8.2.1, Equal Benefits Ordinance (EBO).

All bidders/proposers shall complete and upload, the Equal Benefits Ordinance Affidavit (two (2) pages) available on the City of Los Angeles’ Business Assistance Virtual Network (BAVN) residing at www.labavn.org prior to award of a City contract valued at $5,000. The Equal Benefits Ordinance Affidavit shall be valid for a period of twelve months from the date it is first uploaded onto the City’s BAVN.

Bidders/Proposers do not need to submit supporting documentation with their bids or proposals. However, the City may request supporting documentation to verify that the benefits are provided equally as specified on the Equal Benefits Ordinance Affidavit. Bidders/Proposers seeking additional information regarding the requirements of the Equal Benefits Ordinance may visit the Bureau of Contract Administration’s web site at www.bca.lacity.org.

5.6.3. Living Wage Ordinance And Service Contractor Worker Retention Ordinance
Unless approved for an exemption, Contractors under contracts primarily for the furnishing of services to or for the City that involve an
expenditure or receipt in excess of $25,000 and a contract term of at least three (3) months, lessees and licensees of City property, and certain recipients of City financial assistance, shall comply with the provisions of Los Angeles Administrative Code Sections 10.37 et seq., Living Wage Ordinance (LWO) and 10.36 et seq., Service Contractor Worker Retention Ordinance (SCWRO). Proposers shall refer to "Living Wage Ordinance" (Appendix E.5) and "Service Contractor Worker Retention Ordinance" (Appendix E.10) for further information regarding the requirements of the Ordinances.

Proposers who intend to subcontract any of their services must submit the Subcontractor Information Form (Appendix E.8) and the Subcontractor Declaration of Compliance to Living Wage (Appendix E.7).

The LWO Employee Information Form (Appendix E.6) will be required of any successful proposer.

Proposers who believe that they meet the qualifications for one of the exemptions described in the LWO or SCWRO Lists of Statutory Exemptions shall apply for exemption from the Ordinance(s) by submitting with their proposal the proposer Application for Non-Coverage or Exemption (Form OCC/LW-10, Appendix E.9), the Non-Profit/One Person Contractor Certification of Exemption Form (Form OCC-LW13, Appendix E.9a), or the Small Business Exemption Application (Form OCC/LW-26A, Appendix E.9b), and the SCWRO Application for Non Coverage or Exemption (Form OCC/SCWRO-1, Appendix E.11).

As of July 1, 2015, Contractor Employers shall pay employees a wage of no less than $11.17 per hour with health benefits of $1.25 per hour or $12.42 per hour without health benefits. Such rates shall continue to be adjusted annually to correspond with adjustments to retirement benefits paid to members of the City Employment Retirement System (CERS).

5.6.4. Non-Discrimination/Equal Employment/Affirmative Action Plan

Bidders/Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of Los Angeles Administrative Code Section 10.8.2., Non-discrimination Clause.

Non-construction contracts for which the consideration is $1,000 or more shall comply with the provisions of Los Angeles Administrative Code Sections 10.8.3., Equal Employment Practices Provisions. All bidders/proposers shall complete and upload, the Non-
Discrimination/Equal Employment Practices Certification (two (2) pages) available on the City of Los Angeles' Business Assistance Virtual Network (BAVN at www.labavn.org no later than the time when an individual Bid/Proposal is submitted. However, bidders/proposers with Certifications previously uploaded to BAVN within the last year do not need to resubmit the document.

Non-construction contracts for which the consideration is $100,000 or more shall comply with the provisions of Los Angeles Administrative Code Sections 10.8.4., Affirmative Action Program Provisions. All bidders/proposers shall complete and upload, the City of Los Angeles Affirmative Action Plan (two (2/pages) available on the City of Los Angeles’ Business Assistance Virtual Network (BAVN) at www.labavn.org no later than the time when an individual Bid/Proposal is submitted. Bidders/Proposers opting to submit their own Affirmative Action Plan may do so by uploading their Affirmative Action Plan onto BAVN. Bidders/Proposers with Affirmative Action Plans previously uploaded to BAVN within the last year do not need to re-submit the document.

Furthermore, subject subcontractors shall be required to submit the Non-Discrimination/Equal Employment Practices Certification and Affirmative Action Plan to the successful bidder/proposer prior to commencing work on the contract. The subcontractors’ Non-Discrimination/Equal Employment Practices Certification(s) and Affirmative Action Plan(s) shall be retained by the successful bidder/proposer and shall be made available to the Office of Contract Compliance upon request.

Both the Non-Discrimination/Equal Employment Practices Certification and the City of Los Angeles Affirmative Action Plan Affidavit shall be valid for a period of twelve (12) months from the date it is first uploaded onto the City’s BAVN.

Bidders/Proposers seeking additional information regarding the requirements of the City’s Non-Discrimination Clause, Equal Employment Practices and Affirmative Action Program may visit the Bureau of Contract Administration’s website at http://bca.lacity.org.

5.6.5. Slavery Disclosure Ordinance
Unless otherwise exempt, in accordance with the provisions of the Slavery Disclosure Ordinance, any contract awarded pursuant to this RFP will be subject to the Slavery Disclosure Ordinance, Section 10.41 of the Los Angeles Administrative Code.
All Proposers shall complete and upload the Slavery Disclosure Ordinance Affidavit (one (1) page) available on the City of Los Angeles Business Assistance Virtual Network (BAVN) at www.labavn.org prior to award of City contract.

Bidders/Proposers seeking additional information regarding the requirements of the Slavery Discovery Ordinance may visit the Bureau of Contract Administration’s website at http://bca.lacity.org.

5.6.6. Child Support Obligations Compliance Form
The City of Los Angeles has adopted an ordinance, see Appendix E.12, requiring that all contractors and subcontractors performing work for the City comply with all reporting requirements and wage and earning assignments relative to legally mandated child support.

All proposers shall complete and return with their proposals the Certification of Compliance with Child Support Obligations included in Appendix 12a.

5.6.7. City Contracts Held Within The Past Ten (10) Years
The Los Angeles City Council passed a resolution on July 21, 1998 requiring that all proposed vendors supply in their proposal a list of all City of Los Angeles contracts held by the proposer or any affiliated entity during the preceding ten (10) years. The City of Los Angeles Contract History is attached as Appendix E.13. If the proposer has held no City of Los Angeles contracts during the preceding ten (10) years, this must be stated on the form.

5.6.8. Los Angeles Residence Information
The City Council in consideration of the importance of preserving and enhancing the economic base and well-being of the City encourages businesses to locate or remain within the City of Los Angeles. This is important because of the jobs businesses generate and for the business taxes they remit. The City Council, on January 7, 1992, adopted a motion that requires proposers to state their headquarter address as well as the percentage of their workforce residing in the City of Los Angeles.

All proposers shall complete and return with their proposals the City of Los Angeles Residence Information Form included in Appendix E.14.

5.6.9. City Ethics Certification and Contributions
Any bidder for a contract, as those terms are defined under the Contractor Responsibility Program provided for in Los Angeles
Administrative Code Section 10.40.1, shall submit with its bid a certification, on a completed Bidder Certification CEC Form 50 as proscribed by the City Ethics Commission, that the bidder acknowledges and agrees to comply with the disclosure requirements and prohibitions established in the Los Angeles Municipal Lobbying Ordinance if the bidder qualified as a lobbying entity under the Ordinance.

The exemptions contained in Los Angeles Administrative Code Section 10.4.4 shall not apply to this subsection.

Bidders may not make campaign contributions to and or engage in fundraising for certain elected City officials or candidates for elected City office from the time they submit the response until either the contract is approved or, for successful bidders, twelve (12) months after the contract is signed. The bidder’s principals and subcontractors performing $100,000 or more in work on the contract, as well as the principals of those subcontractors, are also subject to the same limitations on campaign contributions and fundraising.

CEC Form 55 requires bidders to identify their principals, their subcontractors performing $100,000 or more in work on the contract, and the principals of those subcontractors. Bidders must also notify their principals and subcontractors in writing of the restrictions and include the notice in contracts with subcontractors. Responses submitted without a completed CEC Form 55 shall be deemed nonresponsive. Bidders who fail to comply with City law may be subject to penalties, termination of contract, and debarment. Additional information regarding these restrictions and requirements may be obtained from the City Ethics Commission at (213) 978-1960 or ethics.lacity.org.

All proposers shall complete and return with their proposals the City Ethics Commission’s Bidder Certification and Contributions Form 50, Appendix E.15 and Form 55, Appendix E.16 and Form 56, Appendix E.16a.

5.6.10. **Business Tax Registration Certificate**

In accordance with the City of Los Angeles Municipal Code, a Business Tax Registration Certificate (BTRC) is required of persons engaged in business activity within the City. The Office of Finance’s Tax and Permits Division, (213) 473-5901, has sole authority in determining a firm’s tax requirements and in issuing Business Tax Registration Certificates or Business Tax Exemption numbers.
Accordingly, a firm's current Business Tax Registration Certificate or Business Tax Exemption Number must be clearly shown on all invoices submitted for payment.

The proposer, in submitting this proposal, acknowledges and accepts the above requirements and recognizes that no invoice will be processed for payment without inclusion of the Business Tax Registration Certificate or Business Tax Exemption Number.

5.6.11. City's Insurance Requirements
The proposer shall not commence work under any contract with the City until all insurance required under this section of this RFP has been obtained and approved by the City.

At proposer's own cost and expense, proposer and each of its subcontractors shall procure and maintain the minimum insurance requirement for the term of the contract and any additional terms as outlined in Appendix E.17. Proposer shall purchase policies of general liability and worker's compensation from companies authorized to transact business in the State of California by the Insurance Commissioner. The required insurance must be filed with City Administrative Office, Risk Management through the City's internet site, http://track4la.lacity.org/ that uses the standard insurance industry form, the ACORD 25 Certificate of Liability Insurance in electronic format.

No work may be done pursuant to this contract until the specified documents have been approved by the City Administrative Officer, Risk Management Section.

5.6.12. Business Inclusion Program (BIP) Requirements
It is the policy of the City to provide Minority Business Enterprise (MBE), Women Business Enterprise (WBE), Small Business Enterprise (SBE), Emerging Business Enterprise (EBE), Disabled Veteran Business Enterprise (DVBE), and all Other Business Enterprise (OBE) concerns an equal opportunity to participate in the performance of all City contracts. Proposers will assist the City in implementing this policy by taking all reasonable steps to ensure that all available business enterprises; including MBEs, WBEs, SBEs, EBEs, DVBEs, and OBEs, have an equal opportunity to compete for and participate in City contracts. Equal opportunity will be determined by the proposer's BIP outreach documentation, as described in Appendix E.18, the Business Inclusion Program, of this RFP. Participation by MBEs, WBEs, SBEs, EBEs, DVBEs, and OBEs may be in the form of subcontracting. Proposers must refer to Appendix E.18, Business Inclusion Program of this RFP for additional
information and instructions. BIP outreach must be performed using the Business Assistance Virtual Network (www.labavn.org). **A proposer’s failure to utilize and complete their BIP Outreach as described in Appendix E.18 may result in their proposal being deemed non-responsive.**

For assistance on how to use BAVN go to: [http://bca.ci.la.ca.us/index.cfm](http://bca.ci.la.ca.us/index.cfm) > contracting resources > BAVN BIP Outreach Helpful Hints.

5.6.13. Contractor Evaluation Program

At the end of the contract, the City will conduct an evaluation of the Contractor’s performance. The City may also conduct evaluations of the Contractor’s performance during the term of the contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on a number of criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the Contractor assigns to the contract. A Contractor who receives a “Marginal” or “Unsatisfactory” rating will be provided with a copy of the final City evaluation and allowed 14 calendar days to respond. The City will use the final City evaluation, and any response from the Contractor, to evaluate proposals and to conduct reference checks when awarding other personal services contracts.

5.6.14. Local Business Preference Program

This program is subject to the policies and requirements established by the City Council and the City of Los Angeles (City) Mayor’s Office, Ordinance No. 181910, Article 21, Sections 10.47, et seq. of the Los Angeles Administrative Code. The City is committed to maximizing opportunities for local businesses, as well as encouraging local businesses to locate and operate in Los Angeles County (County). It is the policy of the City to prevent unemployment, encourage an increase in local jobs, and create high road economic development. The Local Business Preference Program (LBPP) aims to benefit the City by increasing local jobs and expenditures within the private sector. The LBPP is set forth herein. Bidders should be fully informed of this program. (see Appendix E.19).

5.6.15. Iran Contracting Act of 2010

In accordance with California Public Contract Code Sections 2200-2208, all bidders submitting proposals for, entering into, or renewing contracts with the City of Los Angeles for goods and services estimated at $1,000,000 or more are required to complete, sign, and submit the “Iran Contracting Act of 2010 Compliance Affidavit”, see Appendix E.20.
5.6.16 First Source Hiring Ordinance

Unless approved for an exemption, contractors under contracts primarily for the furnishing of services to or for the City, the value of which exceeds $25,000 with a term of at least three (3) months, and certain recipients of City Loans or Grants, shall comply with the provisions of Los Angeles Administrative Code Sections 10.44 et seq., First Source Hiring Ordinance (FSHO). Bidders/Proposers shall refer to Appendices E.21 and E.21a “First Source Hiring Ordinance” for further information regarding the requirements of the Ordinance.

All Bidders/Proposers shall complete and upload the First Source Hiring Ordinance Affidavit (one (1) page) available on the City of Los Angeles’ Business Assistance Virtual Network (BAVN) at www.labavn.org prior to award of a City contract. The First Source Hiring Ordinance Affidavit shall be valid for a period of twelve months from the date it is first uploaded onto the City’s BAVN.

Bidders/Proposers seeking additional information regarding the requirements of the First Source Hiring Ordinance may visit the Bureau of Contract Administration’s web site at http://bca.lacity.org.
6. **PROPOSER CHECK LIST**
The proposal package should contain the following items. Additional forms may be required, as described in the Appendices, if proposer is applying for any exemptions or waivers or utilizes subcontractors as described in the Appendices.

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<td>♠ LWO Small Business Exemption Form (if applicable, English)</td>
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<td>Appendix E.21</td>
<td>* First Source Hiring Ordinance (FSHO)</td>
<td>□</td>
</tr>
<tr>
<td>Appendix E.21a</td>
<td>* FSHO Hiring Rules and Regulations to Implement</td>
<td>□</td>
</tr>
<tr>
<td>Attachment A</td>
<td>* Standard Provisions of City Contracts (Rev2_3-09)</td>
<td>□</td>
</tr>
</tbody>
</table>

**KEY:**

* Completed and attach with proposal.

♦ No submission required at this time unless requesting an exemption, only for Proposer's acknowledgement of understanding the ordinance and/or compliance.

▲ All bidders/proposers must complete and upload the forms marked with an (▲) through the City of Los Angeles Business Assistance Virtual Network (BAVN) at www.labavn.org prior to the deadline for submission.

♦ Required after award of Contract.
MATTERS PENDING
BOARD OF LIBRARY COMMISSIONERS

September 24, 2015

SUBJECT

1. LIBRARY FOUNDATION PRESENTATION

SCHEDULED FOR
BOARD MEETING

Pending

COMMISSIONERS' OVERSIGHT RESPONSIBILITY

Library Foundation of Los Angeles Board
Gregory Bettinelli, Board Member
Mai Lassiter, Board Member

Media Marketing Ad Hoc Committee
Bich Ngoc Cao, Vice President
Mai Lassiter, Board Member

Board Policies & Procedures Committee
Chair: Vacant
Member: Vacant