

Kitsap Regional Library

REQUEST FOR PROPOSAL Accessibility Consulting Services – Universal Accessibility Assessment

**Submittal Deadline:
April 9, 2026; no later than 3:00 p.m.**

Kitsap Regional Library (the Library) is seeking a qualified consultant to provide accessibility consulting services, including a one-time comprehensive universal accessibility assessment of the Library's facilities and digital content.

Submit proposals in a sealed envelope to:

Mike Rose, Director of IT and Facilities Management

Mailing Address:

Kitsap Regional Library
1301 Sylvan Way
Bremerton, WA 98310-3466

In-Person Delivery Address:

Kitsap Regional Library
1301 Sylvan Way
Bremerton, WA 98310-3466

The envelope shall also bear, on the outside, the name of the respondent, respondent's address, and plainly marked, "**RFP for Accessibility Consultant Services.**"

It is the sole responsibility of the respondent to see that their submittal is received by the designated time. All information requested must be provided, and procedures followed as outlined for the submittal to be considered complete.

Kitsap Regional Library reserves the right to reject any or all submittals, to waive any informalities or irregularities in the submittal, and to accept the submittal(s) deemed best for the Library.

The complete Request For Proposal document is available at <https://www.krl.org/rfp> or by contacting Tammy Jeffries at (360) 405-9158.

1.0 Introduction

1.1 Purpose of Request for Proposal

Kitsap Regional Library is requesting proposals from qualified accessibility consultants to conduct a comprehensive accessibility assessment of all of the Library's facilities and digital platforms. The purpose of this engagement is to identify barriers, evaluate current conditions, and provide clear, prioritized recommendations that advance the Library's goal of universal accessibility—creating welcoming, inclusive, and usable environments for all people, regardless of ability.

The Library operates nine (9) library locations serving diverse communities throughout Kitsap County. This project will assess physical spaces and digital resources to ensure equitable access and positive user experiences for patrons, staff, and visitors.

1.2 Objectives

The objectives of this project are to:

- Evaluate the current state of accessibility across all of the Library's facilities and digital platforms.
- Identify physical, sensory, cognitive, and digital access barriers.
- Align recommendations with best practices, applicable accessibility standards, and universal design principles.
- Provide practical, phased, and cost-conscious recommendations.
- Support the Library's long-term planning for capital improvements, operational changes, and digital enhancements.

1.3 Overview of Selection Process

The selection of the consultant(s) for these services will proceed in the following manner:

- The Library shall receive proposals no later than April 9, 2026 at 3:00 p.m.
- An initial screening will follow, resulting in a shortlist of one or more qualified firms that will be selected for interviews.
- The Library will conduct interviews with the selected firm(s) to choose the best proposals, considering all relevant factors.

1.4 Kitsap Regional Library - Background

Serving over 277,000 Kitsap residents, Kitsap Regional Library is a vital social infrastructure, playing a critical role in the community's growth and development. Our libraries originated from the passion of their unique communities, motivated to create havens for access and learning. Our libraries took root in unconventional spaces—from horse stables and school cafeterias to shopping marts, town halls, Army surplus buildings, and even a chicken coop!

Now, each neighborhood library's impact is magnified through a unified system. Beyond bricks and mortar, we've undergone a transformative journey, integrating into the digital landscape and reaching every corner of Kitsap. We offer personalized services and technology assistance, support community education initiatives and social welfare, champion literacy, facilitate community connections, and serve as a safe haven.

Libraries are evolving rapidly to meet the challenges of technological shifts and changing community needs. Beyond their traditional roles, they are now essential centers for digital literacy, providing internet access and vital skills to navigate the digital world. Libraries are experiencing an increasing demand for online services, such as ebooks and audiobooks, as well as virtual assistance from library staff. These expanded roles strain library resources. Balancing the roles of education centers, digital literacy hubs, and social services requires libraries to be increasingly versatile and resourceful. Our libraries of the future must be poised to remain essential fixtures in our communities, playing a crucial role in fostering literacy, economic stability, and social cohesion.

2.0 Scope of Work

2.1 Accessibility Standards and Guidance

All assessments and recommendations shall be informed by, and reference where applicable, the following accessibility standards and guidance:

- Americans with Disabilities Act (ADA), including:
 - ADA Title II – State and Local Government Services
 - 2010 ADA Standards for Accessible Design
- Architectural Barriers Act (ABA) (as applicable to public facilities)
- Washington State accessibility requirements, as applicable
- Web Content Accessibility Guidelines (WCAG) 2.1 or most current version, Level AA
- Universal Design principles and best practices for inclusive and equitable environments

The consultant is expected to identify minimum compliance requirements as well as opportunities to exceed compliance in support of the Library's universal accessibility goals.

2.2 Physical Facilities Accessibility (Nine Locations)

- Exterior Access
 - Parking, drop-off zones, sidewalks, paths of travel
 - Building entrances, doors, and entry hardware
 - Exterior signage and visibility
- Interior Access
 - Service desks, seating, shelving, and public-use furniture
 - Restrooms, meeting rooms, and program spaces
 - Elevators (if applicable), corridors, and clearances
 - Emergency egress and safety considerations
- Wayfinding and Navigation
 - Interior and exterior signage clarity and placement
 - Use of symbols, plain language, contrast, and consistency
 - Navigational aids for individuals with visual, cognitive, or mobility impairments
- Access to Collections, Materials, and Services
 - Physical access to books, media, and equipment
 - Availability and usability of adaptive technologies
 - Access to self-service stations, checkout, and holds
- Sensory Environment Assessment
 - Lighting levels and glare
 - Acoustics, ambient noise, and sound control
 - Visual stimuli, color contrasts, and spatial layout
 - Consideration of sensory sensitivities and neurodiverse users
- Architectural Review
 - Two new facilities are proposed to replace two existing library locations.
 - Consultant will review (to the extent possible) available architectural drawings to provide accessibility review of new facilities

2.3 Digital Accessibility

- Review of the Library’s public website(s) for accessibility and usability
- Evaluation of online catalogs, digital resources, and third-party platforms (to the extent feasible)
- Review of social media platforms and digital communications
- Alignment with recognized digital accessibility standards (e.g., WCAG)

3.0 **Project Deliverables**

3.1 Written Report

At a minimum, the consultant will provide:

- A comprehensive written accessibility assessment report
- Clear identification of findings related to ADA compliance and WCAG conformance
- Location-specific findings for each of the nine (9) library facilities
- Identification of barriers and gaps, including code-related and user-experience considerations
- Prioritized recommendations (short-, medium-, and long-term), including:
 - Compliance-driven improvements
 - Best-practice and universal design enhancements
- Concept-level guidance suitable for future capital planning and budgeting (not necessarily site-specific)
 - Illustrative concepts for immersive, inclusive, and sensory-supportive environments (e.g., sensory learning spaces, quiet rooms, calming zones, or immersive program areas)
 - Design considerations for neurodiverse users, including spatial layout, lighting strategies, acoustic treatments, and material selection
 - High-level space planning concepts to improve accessibility, flexibility, and inclusivity in future renovations or new construction
 - Opportunities to integrate universal design principles into future building systems, furnishings, and finishes
 - Conceptual approaches to wayfinding systems, including multi-sensory navigation supports (visual, tactile, auditory)
 - Guidance on scalable and phased implementation strategies/priorities

The written report shall include rough order-of-magnitude (ROM) cost estimates for recommended improvements, where applicable. These estimates should be high-level and based on clearly stated assumptions. They are intended for planning and budgeting purposes only and should not be considered final construction cost estimates.

All recommendations shall be prioritized using a clear and transparent framework. The prioritization should consider regulatory compliance requirements, potential legal or safety risks, user experience, and equity impacts. The goal is to help KRL balance compliance obligations, community benefit, and available financial resources when determining implementation timing.

3.2 Presentation of Findings (Report Summary)

The consultant will present a summary of findings and recommendations, in presentation format, to the Library's Leadership Team, and shall be available (upon request) to present these findings and recommendations to the Library Board of Trustees at a regularly scheduled Board Meeting.

4.0 **Submittal Requirements**

While not limited to a specific number of pages, the submittal should focus on substance and brevity. Submit three (3) bound copies to the Library and one (1) electronic copy saved on a USB drive for ease of reproduction as needed for other review team members. The Library will review all proposals and schedule interviews accordingly. Submittals shall be on 8 ½ x 11 sized paper, printed using either Arial or Calibri fonts of not less than 11 points, and shall not exceed a total of 22 pages (excluding dividers, resumes, and appropriate appendices). Submittals shall include the following in order:

4.1 A brief letter of introduction (not to exceed 1 page)

4.2 Separate section with a tab: Executive Summary (not to exceed two pages)

Provide a summary highlighting the firm's qualifications and special expertise to provide the services requested in the Request for Proposal.

4.3 Separate section with a tab: Company Profile (not to exceed three pages)

- Identification of the firm, including address, telephone number, email address, and the date the firm was established;
- Areas of specialization of the firm;
- Provide total size and breakdown of firm personnel by category (e.g., principals, project managers, accessibility consultants, and other support staff); and
- A firm organizational chart.

4.4 Separate section with a tab: Consultant's Qualifications (not to exceed three pages)

This section is the respondent's opportunity to demonstrate their expertise and qualifications that make them the best option for the Library. Respondent should demonstrate, at a minimum, the following:

- Expertise in accessibility consulting and universal design
- Previous experience with public facilities and libraries
- Knowledge of ADA requirements and best practices
- Experience with digital accessibility assessments
- Strong communication and reporting skills

4.5 Separate section with a tab: Relevant Project Experience (not to exceed five pages)

List a maximum of five (5) recent library, education, government, or other physical and digital accessibility projects which most closely relate to the firm's qualifications for this assignment, indicating:

- Brief description of project scope;
- Brief overview of findings, recommendations, and resulting owner's actions (if known); and
- Initial proposal cost and final project cost.

4.6 Separate section with a tab: Team and Team Organization (not to exceed two pages)

In narrative form, briefly discuss how you propose to organize your team to accomplish the work. Identify each key player and define their roles and responsibilities. Provide resumes and describe the relevant professional experience of each key team member in educational facilities, including certifications and education. Identify projects, date, position, and the firm with which the individual was employed at the time services were performed. Provide a staffing plan and organizational chart of not more than two pages for the projects from the start of design through facility occupancy.

4.7 Separate section with a tab: Proposed Timeline (not to exceed one page)

Proposals should include an anticipated project schedule, including:

- Project kickoff
- Site visits
- Draft findings
- Final report delivery

The Library anticipates awarding a contract in May 2026, with work commencing shortly thereafter.

4.8 Separate section with a tab: Availability and Capacity (not to exceed 1 page)

Briefly discuss the availability of all key team members for the anticipated timeframe of the proposed project and how many hours per week they will be dedicated to the project.

Additionally, discuss the capacity of the proposed team to accomplish the work within the proposed timeline.

4.9 Separate section with a tab: References (1 page)

Provide the client's name, address, email address, and client's project representative and telephone number for up to five (5) of the firm's most recent projects that most closely relate to the firm's qualifications for this project.

4.10 Separate section with a tab: Pricing (not to exceed two pages)

Briefly discuss the proposed pricing structure for the listed services, listing categories of individuals, present hourly rates, type of reimbursable costs, etc. Also, present a history of your fees on recent library (or similar) projects and how the original fee may have been modified over the course of the projects. Include the names of client contacts that the Library may contact for additional information regarding the pricing of your services.

4.11 Separate section with a tab: Proposal (not to exceed one page)

Relate the proposed timeline to the proposed team member activities and hourly rates from the previous tab. The final proposal should be presented in a "not to exceed amount" to accomplish the requested deliverables.

5.0 Evaluation Criteria for Selection

5.1 Evaluation Process

- An initial screening of the proposals will be conducted based on the criteria set forth below. Proposals that do not meet the requirements will not be considered for further review.
- The Library may select up to three firms for interviews; however, this number could change depending on the response received to the solicitation. Key team members identified in the proposal are required to be present at the interview.
- Upon completion of the interviews, the Library may select multiple proposals for competitive negotiations.
- The Library will select a firm based on the best interests of the Library, considering all relevant factors.

5.2 Evaluation Criteria

- Qualifications – 65%
 - Demonstrated understanding of the project goals
 - Specialized, relevant experience and competence in library facilities or similar building types and related digital content;
 - Past performance on similar contracts;
 - References
- Proposal Quality and clarity of proposed approach – 10%
- Compatibility of the firm’s team with the Library team – 15%
- Cost of Services – 10%

Proposals will be reviewed and interviews conducted by the Library’s Selection Committee. The Library reserves the right to request additional information and/or clarification of each consultant’s proposal.

Based on the recommendation of the Library’s selection committee, the Library will enter into contract negotiations with the selected firm.

5.3 The Kitsap Regional Library is an Equal Opportunity employer and does not discriminate in its hiring, employment, or business practices. Minority and women-owned businesses are encouraged to respond to this RFP.

6.0 Selection Schedule

Proposals due:	April 9, 2026 @ 3:00 p.m.
Interviews:	Tentative: Week of April 27, 2026
Selection of Successful Firm:	Tentative: Week of May 4, 2026
