

The U.S. Embassy is requesting quotations for library services, specifically, operating the Mae Jemison Science Reading Room in Mamelodi East, the American Corner in Pretoria, and the Rosa Parks Library in Soweto.

PERIOD: The contract period will be for May 1, 2015-April 30, 2016, with an option to renew for two additional years (requires annual renewal).

Services are to be provided at three separate physical locations:

1. American Corner Pretoria, Pretoria
2. Mae Jemison Science Reading Room, Mamelodi
3. Rosa Parks American Center, Soweto

The Scope of Work will involve the following:

1. American Corner Pretoria

Es'kia Mphahlele Community Library
Sammy Marks Square, Corner Madiba & Lillian Ngoyi Streets, Pretoria Central

Background

The American Corner is a partnership between the City of Tshwane Community Libraries & Information Service and the U.S. Embassy. The City of Tshwane provides physical space, utilities and furniture, and the embassy provides print and electronic resources, including audiovisual equipment and Internet workstations. The contract for library services will be to the U.S. Embassy, not the City of Tshwane, and Embassy staff will provide the training and monitoring necessary for the effective implementation of these services.

The American Corner Pretoria is currently growing its services, and thus the deliverables for this contract are growing as well. The scope of the work at the American Corner requires traditional series to the public as well as program management.

The contractor will provide public library services including:

1. Report for duty as per shift roster, providing library services.
2. Keep statistics on visitors and programs.
3. Promote usage and assist users with the electronic and print resources in the Corner.
4. Provide research assistance to members using online databases and reference materials.
5. Schedule guest speakers, classes, and program activities in the Corner.
6. Assist with marketing programs, recruiting audiences, program set-up and preparation.
7. Troubleshoot minor equipment problems, speaking with Embassy staff when technical assistance/repair is required.
8. Manage internet café by scheduling and monitoring patron usage of computers and equipment.
9. Keep the AC neat and tidy, including reshelving materials, returning chairs and furnishings to their place, and ensuring equipment is shut down and secured at the close of each day. Cleaning up materials, trash, and any refreshments promptly at the end of programs.
10. Provide monthly report to the Public Affairs Section of the Embassy. Report shall include visitor and circulation statistics, as well as photos, attendee statistics and very brief descriptions of programs held at the American Corner. Reports shall be submitted no more than 10 calendar days after the end of each month.

Additional program management services to be provided by contractor:

1. Report for duty as per shift roster, providing program management services.
2. Provide project and event management skills, including planning, organizing and implementing programs and workshops for small to large groups.
3. Act as liaison to the Young African Leaders Network (YALN); organize events and programs to bring this target audience into the American Corner.
4. Research interests of target audience, following up after programs and activities to get feedback.
5. Maintain contact with target audience to market programs, solicit feedback, and plan future programming and activities.
6. Conduct outreach to local universities, government and non-governmental organizations, and other institutions to find speakers, facilitators, and mentors for programs.
7. Collect and reports analytics for outreach and marketing campaigns.
8. Plan and organizing programs by creating original programming, adapting existing programs, and/or recruiting outside speakers or institutions to provide programs, workshops, or courses.
9. Provide logistical support for programs, workshops and trainings held at the Corner.
10. Market programs via social media, Network contacts, and outreach to media outlets.
11. Answers technical questions about the YALI Network and membership.
12. Act as master of ceremonies for workshops, speakers and trainings.
13. Act as course facilitator for Massive Online Open Course (MOOC) courses.
14. Recruit speakers and mentors for programs, workshops, and courses.
15. Provide monthly reporting to the Embassy on programs and outreach activities. Reports shall be submitted no more than 10 calendar days after the end of each month.

Failure to meet the scope of work will be documented by Embassy staff, and serious breaches of contact could lead to termination of the contract.

2. Mae Jemison Science Reading Room

Mamelodi Campus, University of Pretoria
Hinterland Avenue at Solomon Mahlangu Drive, Mamelodi East

1. Report for duty as per shift roster, providing library services between 13:00-17:00, Monday to Friday.
2. Provide customer service (reference, help desk and patron management) at the Information Desk in the Reading Room at all times during opening hours.
3. Provide roving customer service, dependent on programming occurring in the space, in the auditorium, indoor and/or outdoor classroom during opening hours.
4. Schedule guest speakers, classes, and program activities in the Reading Room space.

5. Keep statistics on programs and activities.
6. Help members use games and equipment, including photocopier, computers and printer.
7. Troubleshoot minor equipment problems.
8. Report and follow up on technical problems, such as Internet going down, leaking plumbing, etc.
9. Assist with program set-up and preparation.
10. Assist with marketing of programs and special events.
11. Assist with patron management, including signing up new members.
12. Assist with the circulation of books, including following up on overdue items, and re-shelving returned books.
13. Keep the Reading Room neat and tidy, including shelf-reading, and ensuring equipment is shut down and secured at the close of each day.
14. Help members with homework assignments and study.
15. Provide research assistance to members using online databases and reference materials.
16. Provide monthly report to the Public Affairs Section of the Embassy. Report shall include visitor and circulation statistics, as well as photos, attendee statistics and very brief descriptions of programs held at the Reading Room. Reports shall be submitted no more than 10 calendar days after the end of each month.

The Mae Jemison Science Reading Room is a partnership between the University of Pretoria and the U.S. Embassy. The university provides and maintains the physical infrastructure (building, utilities, and security) and the Embassy provides the resources (Internet, books, magazines, DVDs, programming activities, etc.). The contract for library services will be to the U.S. Embassy, not the University of Pretoria, and Embassy staff will provide the training and monitoring necessary for the effective implementation of these services. The Reading Room is open 20 hours a week from 1-5 p.m. Monday through Friday, so two people are required to perform the library services. Failure to meet the scope of work will be documented by Embassy staff, and serious breaches of contract could lead to termination of the contract.

3. Rosa Parks American Center

Ipelegeng Community Centre,
1283 Phera & Dlamini St, White City, Jabavu, Soweto

1. Report for duty as per shift roster, providing library services between 15:00 and 17:00, Monday-Friday.
2. Circulation of materials and follow up on outstanding materials on a regular basis.
3. Process membership applications.
4. Keep statistics on visitors and programs.
5. Promote usage of the electronic and print resources in the library.
6. Perform basic computer maintenance on public workstations.
7. Re-shelve books and keep the library tidy.
8. Assist with library programs, including recruiting audiences, marketing of the programs and assist with the logistical arrangements.
9. Provide assistance to members using online databases and reference materials and basic research.

The Rosa Parks American Center is managed by the U.S. Consulate-General in Johannesburg. Consulate staff will provide the training and monitoring necessary for the effective implementation of these services. Routine library services will be provided during the normal working week, Monday-Friday as per opening hours. Failure to meet the scope of work will be documented by Consulate staff, and serious breaches of contract could lead to termination of the contract.

At all three sites, routine library services will be provided during the normal working week, Monday-Friday. Infrequently, these services will be needed on weekends or after normal work hours. A meeting has been arranged for Tuesday, April 7, 2015 at 9:00 at the U.S. Embassy to discuss the scope of work. Please contact the U.S. Embassy on 012 431 4400 for directions.

Quotations must be sent via email to LezandaB@state.gov and KriekJX@state.gov and must be received no later than 15:00 hours on Thursday 16 April 2015.