

1 What is the allocated or anticipated budget for this project or contract—including any caps, ranges, or financial scope for the services and AI technology adoption—and how will payments be structured (e.g., frequency, milestones, or deliverables)?

caps will be confirmed during contract negotiations. Payment terms, including frequency and links to milestones or deliverables, will be established

2 What are the primary challenges SMCL is currently facing related to data management and AI automation?

The library is currently managing data across multiple, disconnected systems, resulting in silos that hinder the effective use of AI for process automation. These fragmented data environments limit our ability to integrate information, derive insights, and streamline workflows. We seek a cohesive, organization-wide data management strategy that will enable secure, efficient, and scalable AI-driven automation to improve service delivery and operational efficiency.

3 Are there existing assessments or audits we can reference and any existing AI or machine learning pilots or tools already deployed?

No, currently the library does not have an assessments or audits that relate to his RFP. The library is currently exploring ChatGPT, GovAI and some other free tools.

4 Do we need to include the Key personnel resumes and if the proposed resources are unavailable at the time of potential contract award, can vendors replace them with equally qualified resources?

No, the proposal does not need to include the personnel resumes, but if contract awarded, the library will require to identify the key personnel and their role in the project.

5 Who will be the primary stakeholder(s) and contact/escalation points during the Consulting phase and Who will serve as the internal owner or champion for AI initiatives, Is there an Incumbent ?

The library has selected a team to work with the consultant and the team will be lead by the IT Manager. There is no current contract or relation with any consultant that focuses on AI.

6 Please describe the Library's current technology environment, including the technology stack, systems, and integrations in use; platforms supporting customer engagement and data analysis; staff technical skill levels; training and capacity-building resources; and how past technology changes have been communicated and adopted.

customer engagement, Innovative Interfaces as the shared Integrated Library System (ILS), Zoom for virtual programming and collaboration, Microsoft 365 for

7 Are there any preferred or mandated technology vendors/platforms?

Preferable any AI solutions that align with our existing vendors/platform but not required.

8 What is the desired timeline for AI adoption and are there any critical milestones?

The library runs on a fiscal year from July 1-June 30. Ideally follow that timeline for completion.

9 What is the scope of work for this contract—advisory only or hands-on implementation?

The contract covers both advisory/consulting services and hands-on implementation. The consultant will be expected to assess needs, recommend solutions, and assist in deploying them. The scope includes developing an implementation roadmap, governance framework, capacity-building for staff, and delivering detailed documentation of recommendations and outcomes. Please see the RFP for full scope. No separate RFP will be issued for additional services or equipment.

10 Which AI use cases and areas are the highest priority?

The initial focus will be on customer engagement and internal workflows. Use cases include providing advisory resources to library users, enhancing staff tools to improve operations, and addressing identified inefficiencies such as silos. AI will be used to enhance both public-facing services and internal operations, with separate solutions for each. The aim is to improve customer support, service delivery, and overall operational efficiency in alignment with the library's Strategic Plan.

11 Are there preferences for AI models, technology approach, and infrastructure?

The Library is open to the consultant's recommendations regarding AI/GenAI models and methodologies. While cloud solutions are preferred, the Library is willing to consider the best-fit approach, whether cloud, on-premises, or hybrid. Scalability for future enhancements is desirable. No existing AI governance process is in place, though a team has been formed to support this RFP. The consultant will be expected to incorporate ethical, trustworthy, and privacy-compliant AI practices consistent with Local Government and American Library Privacy Guidelines.

12 What other considerations should vendors be aware of?

Staff AI literacy varies. The consultant should account for late adopters and will use internal channels (SharePoint, Teams, Zoom) to support adoption. Acceptable operational disruption may occur in intervals during implementation. Specific departmental priorities will be determined as part of this process. AI assessment should take an enterprise-wide perspective. The consultant will also provide tools to detect and address AI misuse.

13 What are the requirements for past performance and subcontracting?

Past performance should demonstrate work similar to the RFP scope. Subcontracting is allowed but not required, and there is no mandatory subcontracting goal.

14 What are the library's short-term and long-term strategic goals?

Strategic Plan can be found here: <https://smcl.org/strategic-plan/>

15 Will the contract be single or multiple awards?

A single award is preferred; however, multiple awards may be considered depending on the proposals received.

16 What are the reference requirements and preferences?

Please see the RFP for reference requirements.

17 Can the work be performed remotely?

Yes. The work can be performed remotely within the USA. Hybrid or remote delivery models are acceptable.

18 Are there requirements for certifications, and how will proposals be evaluated?

Any education or certification that demonstrates expertise in AI consulting is acceptable. Please see the RFP for how proposals will be evaluated.

19 What is the term of the contract and is the opportunity full and open or only for small business?

Please see the RFP for the term of the contract. This opportunity is not limited to small business.

20 Are there preferred training delivery methods (in-person, online, self-paced) and should the training cover both operational use and AI ethics/policy?

Training can be conducted with instructor lead online, self-paced, and or recorded. The training should cover both operational use and ethical use of AI.

21 What are the success metrics to define the successfully implemented Consulting Phase?

Success will be defined by measurable improvements in both adoption and engagement. That could include but not limited to adoption rate, community engagement growth, and staff efficiency gains

22 How will progress be measured and reported and what operational performance metrics or KPIs will be used

The consultant will provide a timeline with milestones tailored set of KPIs and tracking tools for the library to implement. Progress will be monitored through regular milestone reports (monthly or quarterly), dashboards, and a final evaluation summary at the end of the consulting phase.