

**Southern Maryland Regional Library Association
Public Library Community Survey**

2026

Responses to Bidder Inquiries

No.	Question	Response
1	This RFP primarily refers to a survey, but on page 5, it also references Community focus groups, and Interviews with key stakeholders as well as other data collection and research. Can you confirm whether you are looking for a fuller scope of services or just the survey?	The goal is not a survey in the strictest sense, but an assessment of community needs and perceptions related to the public libraries using a variety of relevant methods.
2	Are the member libraries available to help promote the survey to their communities?	Yes, SMRLA will coordinate promotions with its partner libraries.
3	One place says that questions must be submitted by May 18, and others say July 20. Can you confirm the correct date?	The correct date is July 20. The RFP has been updated to reflect the date.
4	Have you determined a budget for this project?	There is no established budget for this project.
5	Are the assessment results to be used for SMRLA's benefit or for the benefit of the three public libraries?	The results will be used to identify opportunities benefiting the three public libraries. SMRLA is leading the project as the regional resource center.
6	Will SMRLA be the public-facing organization for the assessment?	No. SMRLA approaches public outreach as a "back-end" facilitator for the public libraries. Each library has its own branding and community presence that we wish to preserve.
7	Will the three public libraries help in promotions and outreach for this project?	Yes, there will be opportunities for the public libraries to help promote the community assessment through their outreach channels.

8	The minimum qualifications state the Respondent must be licensed to do business in the state of Maryland. Does the respondent have to be licensed in Maryland before submitting a proposal, or can it be licensed by the award date?	The RFP originally noted that “As of January 1, 2026, both the Respondent’s company and its key personnel meet all of the following minimum qualifications...” which includes “The Respondent is licensed to do business in the state of Maryland.” We have updated the first phrase to: “As of the anticipated contract award date of Monday, September 21, 2026 ...”
9	Will public library staff members or directors be a part of the project team?	Public library staff may assist in limited ways, but SMRLA is leading the project. The project team is made up of SMRLA staff.
10	For the final deliverables, are the results expected to be presented by county or regionally?	SMRLA anticipates results may be a combination of regional data and trends along with county-specific details, and should be presented as such.
11	Are there results from any past survey efforts or other internal data SMRLA can share to help with the assessment?	SMRLA does not have recent survey data to provide but can provide patron data and library usage trends as appropriate.
12	Is SMRLA open to proposals that present optional services? For example, there could be options where the libraries and the consultant have different levels of involvement in promoting the assessment in the community.	Yes, SMRLA is open to considering options that are clearly stated and provide comparative pricing.
13	You mentioned the assessment will inform SMRLA’s strategic plan initiatives. Is the strategic planning process ongoing? Was it conducted with a consultant?	SMRLA’s FY26-30 Strategic Plan is complete and can be found on our website . The plan was developed with a consultant.
14	Can SMRLA share strategic plan data with the successful consultant?	Yes, SMRLA has stakeholder feedback and other data it can share to inform the community assessment process.
15	Does SMRLA have community profile data that can be shared?	Yes, SMRLA has demographic data and patron data it can share.
16	The RFP proscribes the structure in which proposals are to be laid out.	Yes. Submissions should align as closely as possible to the RFP requirements so the

	Should respondents submit their proposals using that structure, even if their documents may differ?	SMRLA team can accurately compare all submissions.
17	Will SMRLA staff be able to support the community assessment process through, for example, inputting survey responses or organizing focus groups?	SMRLA may have limited ability to support the assessment process. The successful respondent should expect to conduct the bulk of work on the project.
18	Can you explain why some specific audiences were identified in the RFP?	The audiences cited in the RFP are examples and not meant to be a full representation of those to be engaged in the community assessment.
19	Does SMRLA have a target response rate for community surveys?	No. The surveys should reach a representative cross section of residents and yield statistically valid results.
20	Would SMRLA accept a respondent that is licensed in Washington, D.C. but not in Maryland?	No. Successful respondents must be licensed in the state of Maryland.