RFP for Physical Library Materials for Pierce County Library System

I. Purpose and Background

The Pierce County Library System seeks one or more vendors for purchase of books, magazines, DVDs, CDs and other physical materials for the Library’s collection. Included herein are a call for proposals, general requirements, process, and instructions for submission.

The Pierce County Library System is a junior taxing distract under the laws of the State of Washington established in 1946 as a rural county library district under Chapter 27.12 RCW. The Library provides library services for the residents of unincorporated Pierce County, 15 annexed cities and towns (Bonney Lake, Buckley, DuPont, Eatonville, Edgewood, Fife, Gig Harbor, Lakewood, Milton, Orting, Steilacoom, Sumner, and University Place). The total estimated population services is 600,000. For more information see: http://www.piercecountylibrary.org/about-us/Default.htm.

ILS
We currently have Polaris 5.0. We plan to upgrade to Polaris 5.5 in 2018.

Allocations for physical materials for 2017

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Books</td>
<td>$738,000</td>
</tr>
<tr>
<td>Children’s Books (Including YA)</td>
<td>$510,100</td>
</tr>
<tr>
<td>Audio Books</td>
<td>$191,000</td>
</tr>
<tr>
<td>DVD</td>
<td>$695,000</td>
</tr>
<tr>
<td>Music CDs</td>
<td>$70,000</td>
</tr>
<tr>
<td>International Collection</td>
<td>$43,000</td>
</tr>
</tbody>
</table>

For more information about the Library, including its history, locations, services, programs, and budget can be found on our website at www.piercecountylibrary.org.

Estimate Timeline
- RFP announcement: November 13, 2017
- Questions due: November 27, 2017
- Submissions Due: December 4, 2017
- Projected date to select: January 19, 2018
- Contract agreed upon March 1, 2018

II. Scope of Services

Firm Orders:
- Books
  - Hard Cover
  - Trade Paperback
o Mass Market
o Board Books
o Large Print
o Graphic novels

- DVD (PCLS is not currently collection Blu-Ray)
- Music CD
- Audiobooks
- Read-along (Book and CD sets)

**International Collection for current, popular materials**

- Main languages
  - Spanish
  - Korean
  - Russian

- Secondary languages
  - Chinese
  - Japanese
  - Vietnamese
  - Arabic
  - French
  - German
  - Tagalog

**Standing Orders (Continuations):** Open orders for all titles that fit a particular category.

- Reference Materials
- Serial Monographs
- Current popular authors
- Juvenile Series
- Manga Series

**III. General Instructions and Conditions**

**Questions about the RFP:**

Questions about this RFP should be directed to Petra McBride (pmcbride@piercecountylibrary.org). Verbal explanations or instructions given before the award of the contract will not be binding. Substantive information given to a prospective responder concerning this RFP will be furnished to all prospective responders as an amendment to the solicitation. See timeline above for question submission deadline.

**Date of Submission:**

For submission deadline, see the timeline on page one. Submissions received late may be deemed not responsive and may not be considered, at the Library’s discretion. The Library reserves the right, without penalty, to extend the date of submission and will provide the due notice of such a date extension.

**Submission instructions:**

Please submit four paper copies of the proposal to:
A corporate official who has been authorized to make such commitments must sign the submission form in Section VII.

The Library reserves the right to reject any and all submissions without penalty and for any cause.

Contracts may be awarded to multiple vendors based on who best meets the Library’s needs. A vendor doesn’t have to offer every service to be considered. The Library reserves the right to waive informalities or irregularities and deviations of submissions from the RFP, and to be final judge as to which response is accepted.

The finalist(s) will be expected to enter negotiations for pricing and contractual terms, including schedule, delivery, services, and rates/fees. Upon successful conclusion of negotiations, the Library and Proposer may enter into a contractual agreement for three years with the option to renew for two one-year periods at mutual agreement of the Proposer and the Library.

All proposals must complete Section IV and one or more parts from Section V.

Submit three references from multi-branch public libraries with a materials budget comparable to that of PCLS.

Describe any new features or other development of your selection and ordering system released in the last two years, indicating which were part of the base services and which were provided at additional fees to customers.

Responsive customer service and informative analytic reports on activities are important as we manage this significant part of our annual budget. Please describe your customer service and report capabilities can meet our needs.

List any publishers and imprints to which you have exclusive rights and any discount that you offer.
V. Services

Selection Tools and Services
Describe the tools and services you provide to assist with selection of English-language print and/or media materials. Indicate how these tools work with the Polaris ILS.

International Collection
Describe the tools and services you provide to assist with selection of World Language print and/or media materials. Indicate how these tools work with the Polaris ILS and the level of bibliographic record support that you provide.

Standing Orders
Describe your standing order services including management of standing orders, deduplication services, claiming mechanisms, and cancellation process.

Bibliographic Records
Our goal is to load bibliographic records at the point of order to allow for discoverability and placing of holds early in the acquisitions process. Please describe the level of bibliographic records provided and the associated cost.

Physical processing
Describe any physical processing services provided, the associated cost, and error rate.

Acquisitions and Invoicing
Describe your ordering process, invoice services, EDI and ASN capabilities, claims process, replacement items process, and shipping options. Indicate how your services work with the Polaris ILS.

Shipping and Fulfillment
Describe shipping services, fulfillment rates, and locations of warehouses. Include all associated costs.

Cost of Services
List charges, fees and discounts for all services described in your response. Include any publisher short-discounting, discounts based on formats, library bindings, and editions rebound by vendor.

Additional Services
Use this section to list relevant services offered that aren’t listed above.

VI. Evaluation and Selection
The Library will evaluate each vendor’s submitted proposal on the merits of the vendor’s response to each element delineated in this RFP. After opening the responses, PCLS reserves the right to waive irregularities in any proposal and/or to request clarifying information it deems appropriate from one or more respondents.
The Library may request demonstrations or follow-up interviews with well-qualified vendors as part of the evaluation process.

Proposals will be evaluated on the following criteria:

**Services (up to 40 points)**
Considerations include quality and ease of use of tools for selection, bibliographic services, acquisitions, and invoicing.

**Cost (up to 40 points)**
Considerations include cost of services, discounts, short discounts, and cost of shipping.

**Vendor Requirements (up to 15 points)**
Vendors will be evaluated based on references from multi-branch public library systems. Considerations include general qualifications, vendor reliability, and reputation in the library community; past performance; quality of customer service.

**Vendor development (up to 5 points)**
Considerations include quality of vendor’s roadmap for development of services.
VII. Declaration

Company Name: 

Authorized Representative: 

Title: 

Address: 

Phone Number: Email Address: 

Fax Number: Website Address: 

The undersigned Responder declares to have read and fully understand the request for proposal and agrees to all of the terms, conditions, and provisions contained therein; and proposes and agrees that if this proposal as submitted is accepted, Responder will contract to perform in accordance with the specifications and proposals.

__________________________________________  ____________________________
Signature of Responder                              Date