

**REQUEST FOR PROPOSAL
for
Print Materials, Processing,
Cataloging and Selection
Services
for the
PIKES PEAK LIBRARY DISTRICT
Colorado Springs, CO
(PPLD RFP #290-17-01)**

Pikes Peak Library District (PPLD) invites qualified firm to submit a response to a Request for Proposal (RFP) for vendor services and contract for print materials, processing, cataloging and selection services.

PPLD seeks a company that will deliver books in a cost effective and timely manner as well as provide value added services. These services should be fully functional with Sirsi and OCLC.

Proposal deadline is 3:00 pm local time on October 2, 2017.

I. Terms & Conditions**A. General Terms & Conditions:**

1. **Purpose:** The Pikes Peak Library District (PPLD) seeks proposals from qualified companies to become its primary source for books and related services.

PPLD is the second largest public library system in the state of Colorado and serves a population of more than 600,000, with 14 branch locations and two bookmobiles and a Van.

PPLD currently uses Sirsi Symphony and OCLC for cataloging.

PPLD seeks to establish a contract with one company. However, more than one vendor may be selected to provide services as a result of this RFP; more than one contract may be executed.

2. **Interested Parties:** All interested companies are invited to submit a proposal in accordance with the terms, conditions, and specifications contained herein. An electronic version of this document can be accessed at:
<http://ppld.org/request-for-proposals>.
No e-mailed or faxed bids will be accepted.

3. **Sole Point of Contact:** Questions and requests for clarifications regarding this RFP must be addressed via email to Jordana Vincent at jvincent@ppld.org. The RFP Number, title and word "question" or "clarification" must be included in the subject line. Copies of all questions and answers will be made available to all Vendors. Questions and requests without this subject identification may be considered routine emails, and may not get properly addressed.

All questions and requests for clarification will be responded to all proposers. Any responses by PPLD that are considered to be a change in the terms, conditions, and specifications of this RFP will be sent by written addendum. No communications of any kind may be considered a change to the terms, conditions, and specifications in this RFP unless received by the proposers via formal written addenda.

4. **Tax Exemption:** PPLD, as a local government entity, is exempt from sales and use taxes.
5. **Expenses:** PPLD assumes no liability for payment of expenses incurred by proposers in the preparation and submission of proposals in response to this invitation.
6. **Conflict of Interest:** Any contractual relationship with any PPLD personnel in the twelve (12) months preceding the distribution of their RFP, or any similar or potential conflicts of interest, may, at the sole discretion of PPLD, be grounds for rejection of the proposal and/or termination of any contract awarded.
7. **Non-Discrimination:** The Firm agrees not to refuse to hire, discharge, promote, or demote, nor to discriminate in matters of compensation against any person otherwise qualified, solely because of race, color, religion, national origin, gender, age, military status, sexual orientation, marital status, or physical or mental disability.
8. **Governing Law:** The laws of the State of Colorado shall govern any contract executed between the successful proposer and PPLD. Further, the place of performance and transaction of business shall be deemed to be in the County of El Paso, State of

Colorado, and in the event of litigation, the exclusive venue and place of jurisdiction shall be the State of Colorado, and more specifically, El Paso County, Colorado.

9. **RFP Schedule:**

RFP Released	September 5, 2017
Deadline for Receipt of Questions, 5:00 pm	September 20, 2017
Response to Questions, 5:00 pm	September 23, 2017
RFP Due at 3:00 pm	October 2, 2017
Recommendation for Vendor Selection	October 23, 2017
Board Approval	November 14, 2017
Initial Project Planning	December 2017
Initial Order Received with Processing and records	January 2017

B. Proposal Preparation:

1. **Substantive proposals:** By submitting a proposal, the proposer guarantees that (a) its proposal is genuine and is not made in the interest of, or on behalf of, any undisclosed person, firm, or corporation; (b) it has not directly or indirectly induced or solicited any other respondent to put in a false or sham bid; (c) it has not solicited or induced any other person, firm, or corporation from proposing; and (d) it has not sought by collusion to obtain for itself any advantage over any other proposer or over PPLD.
2. **Insurance Requirements:** The successful proposer shall have and provide evidence of all applicable insurance coverage and licenses, including Errors and Omissions Limits.
3. **Indemnification:** The proposer agrees to, and shall, defend, release, and indemnify, and save and hold harmless PPLD, its officer, agents, and employees from and against any and all damages to property or injuries to or death of any person or persons, including property and officers, employees, and agents of PPLD, and further agrees to, and shall, defend, indemnify, and save and hold harmless PPLD, its officers, agents, and employees, from and against any and all claims, costs, demands, liabilities, suits, actions, causes of action, and other legal or equitable proceedings of any kind or nature whatsoever, of or by anyone whomsoever, including, but not limited to claims arising out of and/or predicated upon negligence, breach of contract, tort, or strict liability, in any way resulting from, connected with, or arising out of the contractor's operations or performance in connection herewith.
4. **Date Schedule:** By submitting a proposal, the proposer guarantees that it will be able to comply with the overall elements of the services calendar.
5. **Continuity:** By submitting a proposal, the proposer will make its best efforts to ensure that the key team member(s) remain assigned to PPLD account for the duration of contract. Any changes to the staffing of this engagement must be discussed with PPLD personnel.
6. **Submission Information and Documents:** The proposal must be comprehensive and address all elements requested in *Section II. Scope of Services and Section III. Proposal Requirements*. To assure that the information provided can be readily identified, the proposal must include, but not limited, to the submission of the following signed documents:

Addendum A - PROPOSAL COVER SHEET

Addendum B – *VENDOR RESPONSES*

Addendum C – *IMMIGRATION CLAUSE FOR CONTRACTS*

By submitting a proposal, you represent that you have (1) thoroughly examined and become familiar with the scope of services outlined in this RFP and are capable of performing quality work to achieve PPLD's objectives.

7. **Signatures:** The proposal must be submitted in ink, signed by an officer of the proposing Firm.
8. **Withdrawal of Proposal:** A Proposer may withdraw its own proposal at any time prior to the proposal due date and time as identified herein. After that date and time, no proposal may withdraw its proposal for any reason. All proposals shall be valid for a period not less than 90 calendar days after the proposal due date.
9. **Proposal Submissions:** Proposals are to be submitted in sealed envelopes, identified with the proposal number and title, on the forms provided herein, with all attachments, no later than 3:00 pm local time on October 2, 2017, to:

Tatiana Zonte
Finance Department
Pikes Peak Library District
1175 Chapel Hills Drive
Colorado Springs, CO 80920

A complete submission includes the signed original with all the attachments, and five (5) complete copies. An electronic file must also be submitted at bids@ppld.org. No faxed proposals will be accepted.

Proposals delivered after that time will be received and read, but will be rejected for lateness.

10. **Confidentiality:** All materials submitted in response to this RFP become the property of PPLD, upon delivery, and are to be appended to any formal documentation that would further define or expand any resulting contract.

Proposals are public information. If proprietary information is needed to support your proposal, it must be packaged separately and labeled "CONFIDENTIAL." Such labeled items will be returned at the end of the selection period.

C. Selection:

1. **Firm Selection:** It is the intent of PPLD to select only responsible and responsive firms.
2. **Right of Acceptance and Rejection:** PPLD reserves the right to accept or reject any or all proposals and to waive any formalities, informalities, and deviations, which, in its opinion, best serve the interests of PPLD. PPLD is not bound to accept the lowest priced proposal.
3. **Basis of Award:** An evaluation team will judge the merit of proposals received in accordance with the general criteria defined within this invitation. The recommendations of this committee will be forwarded to the Board of Trustees for approval and execution. The following criteria will be taken into consideration when making evaluations of proposals. This list is not intended to be exhaustive:

- Demonstrated ability to provide preprocessed materials including catalog records compatible with PPLD ILS Sirsi and OCLC – 30%
- Demonstrated knowledge and understanding of current library priorities and practices – 15%
- References (responses from references and/or information from other sources related to Vendor’s experience and abilities) – 15%
- Experience of key personnel designated for this project, including proposed project manager and other key personnel – 10%
- Fees proposed – 30%
- Adequacy, completeness and responsiveness of the proposal
- Project approach
- Any other items deemed in the best interests of PPLD.

D. Contract Formation:

1. **Agreement in Writing:** The successful firm will be required to enter into a written contract with PPLD.

If you have a formal Service Agreement or Contract that you typically use with such engagements, feel free to attach a copy to your Proposal.

If, in PPLD’s sole discretion, the selected proposer has not executed the contract documents within a reasonable time after selection, PPLD reserves the right to rescind the award and select another contractor.

3. **Amendments To Contract(s):** Parties hereto reserve the right to make amendments or modifications to the contract by written amendment signed by both parties. No amendment shall be effective unless approved by PPLD.
4. **Termination:** either party may terminate the contract without cause by giving written notice ninety (90) days in advance of termination.

In the event of termination pursuant to this section, the sole compensation to the Contractor will be for any unpaid portion of services performed or delivered at the date of termination.

This agreement will automatically terminate on the occurrence of any of the following events: bankruptcy or insolvency of either party, sale of the business of either party, failure to comply with federal, state or local laws, regulations or requirements.

5. **Cancellation:** PPLD reserves the right to cancel the contract, in whole or in part, for any reason, but in particular for non-performance by the Firm in relation to the terms and specifications as outlined in the RFP.

II. Scope of Services

PPLD seeks a company that will deliver books in a cost effective and timely manner as well as provide value added services. These services should be fully functional with Sirsi and OCLC.

Value added services may include but are not limited to: automatic order plans (continuations and series), web based bibliographic resources, selection lists and other selection tools, electronic transmission of orders and selection lists, electronic order confirmations, order status updates, and electronic invoices and receiving using the EDI standard, MARC/RDA catalog records and shelf-ready item services including copy

cataloging with CIP upgrades, original cataloging when required, and physical processing. Services should also include a dedicated project coordinator/manager to plan and help implement outsourcing processes.

A. Major Goals of the Project

- Create cost and time efficient processes, reduce the amount of time it takes for materials to reach our patrons.
- Predicting trends so that material is on the shelf when wanted by patrons.
- PPLD seeks a company that will deliver books in a cost effective and timely manner as well as provide value added services.
- Value added services are fully integrated with Sirsi and OCLC.
- Dedicated project manager to lead PPLD through the outsourcing process, from planning, implementation, and ongoing orders and transactions.

B. Typical Annual Spending on Print Materials

The approximate amount budgeted for print materials in 2018 is \$1,500,000.00. Estimated number of items is 96,000. Budget for print material will vary from year to year.

III. Proposal Requirements

Firms interested in providing the services described above are requested to submit a response for each point from C1 – C11 in Addendum B. Responses to each item should appear in the same order as in this RFP.

C1. Executive Summary

Provide an executive summary not to exceed two pages which summarizes key points of the proposal.

C2. Proposal Details

Note any fees that would be charged by the Vendor for any of the services described below. If a service is not provided, so indicate.

C3. Shipments and Invoicing

C3.1. Packing Slip

Describe the format of packing slips provided and in what order the titles are listed. Indicate whether packing slips are routinely included with all shipments and whether boxes containing packing slips are clearly labeled as such. Enclose a sample of the packing slip.

C3.2. Invoicing

Invoicing must include at a minimum:

- Account number
- “Bill to” name and address
- “Ship to” name and address
- PPLD Purchase order and individual title order number
- Reference/link to packing slip
- Title/author
- ISBN

- Binding (hardcover, paperback, library binding, etc.)
- Number of copies
- List price of title
- Discount (percentage).
- Discount cost for material.
- Net total cost for all copies of material (after discount).

Value added services (processing and cataloging) must be added to product invoices and broken out.

Enclose a sample of the invoice.

Provide information regarding electronic invoicing capabilities or development plans. Indicate whether EDI invoicing is available with Sirsi.

C3.3. Packing and Marking Shipments

Describe how shipments are packaged and labeled and what types of materials are used for the boxes and packing. Include information about the numbering of boxes within a shipment (1 of 6, 2 of 6, for example). **Packages must not exceed 25 pounds.**

C3.4. Method of Shipment and Shipping Charges

Describe how shipments are sent, which carriers are used, and how deliveries are made. Include information on point of shipment for the bulk of orders that would be filled for PPLD and where secondary points of shipment are located. Also include average shipment times, describe how shipping charges are calculated and what percent of the value of the shipment is generally represented by shipping charges (for example, "an average of 1.0 % of invoice total").

If there is no charge for shipping to PPLD, so declare.

C3.5. Partial Shipments

Ship items as available

C3.6. Credits and Returns

PPLD requires receiving no charge replacements for all missing or damaged shipments. Please indicate whether the company will provide this service.

Describe the company's policy for issuing of credit and acceptance of returns for damaged shipments, short shipments, wrong titles supplied, etc. Provide samples of forms and paperwork for returns and credit. Indicate whether customers are enabled to complete a "self-credit" form for incomplete or damaged shipments and whether a return authorization number is required for returns. PPLD would prefer self-credit memos done by email to one dedicated email address.

C3.7. Cancellations and Backorder Reports

Describe the types of back order status reports provided, how frequently and in what format the reports are sent, whether the company provides status feedback on claims submitted in paper as well as automated electronic overlay updates for order status using III. Provide samples of the reports. Describe the cancellation policies for orders and backordered items. Please indicate if cancellation and backordered title information is accessible online.

C4. Ordering

C4.1. Ordering Methods

Describe the types of orders accepted. Also describe how accounts for different types of orders (e.g. adult, juvenile, teen, rush, special processing services, etc.) are profiled and set up. Indicate how rush orders are handled. Describe the software and equipment required for electronic ordering and whether the company can receive electronic orders generated from Sirsi in the EDI format. Indicate if orders can be transmitted electronically from lists produced on a web based bibliographic database and whether the vendor website includes stock information.

PPLD currently uses the 970 tag in a brief MARC record downloaded from the vendor website to transmit order information into Sirsi. The order is then transmitted to the company via EDI. Describe the company's ability to work with this current workflow.

C4.2. Turnaround Time

Describe the average turnaround time (including physical processing and cataloging of materials) for:

- rush orders
- in-stock items
- no stock or insufficient stock items
- popular titles ordered in advance of street date

PPLD requires all titles marked by the vendor as eligible for delivery by street date (fully processed and cataloged) are delivered to PPLD before said date. The company must notify PPLD of any items that failed to meet this standard.

C4.3. Fill Rates

Describe the average fill rates using percent (%) figures for materials.

C4.4. Bibliographic Products and "In Stock" Information

Describe the various catalogs and publications provided. Describe any electronic bibliographic/product databases and how these databases can be accessed and used by a customer. Include descriptions of how lists can be generated by customers from the site, how such lists can be sorted, and the types of information (i.e. full title, retail price, discounted price, format, call number, etc.) included. Also indicate whether in-stock information for titles is available online and whether there is any charge for using the database(s). Also provide details of how bibliographic tools interface with Sirsi.

C5. Customer Service

PPLD requires dedicated staff members to work as a liaison between PPLD and the company. These staff should be able to handle all inquiries related to PPLD accounts and be experts on the internal operations of the company. PPLD will not navigate through the various levels of the organization in an attempt to resolve a problem. Include hours, for the Mountain Time Zone, when these staff members are available to PPLD and by which communication methods (e.g. toll-free phone, e-mail, etc.) they can be reached.

C6. Vendor Value Added Services

C6.1. Processing Services for Printed Material

Please note whether the company can supply the processing services listed below. Describe the types and brands of processing materials used. Proposals shall include delivery lead times.

Description of service:

1. Mylar jacket for hardcover books
2. Property stamp for all books (1 stamp impression) (Note: Stamps provided by PPLD)
3. Barcode label for all books affixed on the back cover of book in the upper right-hand corner 1/4 inch from top and 1/2 inch from spin. Barcode should be covered with mylar jacket or clear label protector
4. Spine label with call number. Spine label should be covered with mylar jacket first, clear label protector if not covered by mylar jacket.
5. RFID tag affixed (Tag supplied by PPLD vs. provided by company).
6. RFID tag programming done by company, and without programming by company.

Bid response must include price per item for this service (for each step).

C6.2. Automatic and/or Standing Order Purchase Plans

Please describe any automatic and/or standing order plans offered by the company that may be of interest to PPLD and cost associated if any.

C6.3. Cataloging and Item Linking Services

PPLD is not currently seeking to outsource 100% of its cataloging and processing. It is initially looking for an economical way to have most of the board books, picture books, juvenile fiction (series and non-series) and nonfiction, adult fiction, Teen fiction and nonfiction, Spanish language materials, and graphic novels cataloged, with and without item linking. However, the organization would like to know the various cataloging and item linking services available.

Enumerate and describe the various options for cataloging (from computer generated to custom) and item linking. Describe in detail the benefits and limitations of each cataloging and item linking service including whether the service has an impact on the delivery of titles before street/release date as well as the total amount of time required for each service. Include how bibliographic and items records are delivered to PPLD. List the price(s) for each service. Explain in detail how PPLD call numbers will be sourced for added copy items. MARC records provided must list the discounted, not list, price. Explain whether the charges in this section are at the title or item level. If the charges are at the item level, state whether the per item price listed in this section is in addition to or inclusive of the prices listed in C6.1. Please delineate the cost for any alterations to standard MARC records to account for local practices.

C7. Discounts and Terms

State the definitions and discount percentage(s) that will be provided off the publishers' list price for categories below.

- A. Adult fiction and non-fiction books
 1. General trade hardback
 2. Trade paperbacks
 3. Mass market paperbacks
 4. Large print
 5. Small and university presses
 6. Print-on-Demand
 7. Self-published
- B. Teen fiction and non-fiction
 1. General trade hardback
 2. Trade paperbacks
 3. Mass market paperbacks
 4. Print-on-Demand
 5. Self-published

C. Children's fiction and non-fiction books

1. Library binding
2. Prebind (Paw Prints)
3. General trade hardback
4. Trade paperbacks
5. Mass market paperbacks
6. Print-on-Demand
7. Self-published

D. Standing orders/continuations

Please list any other categories, definitions and discount percentages.

C8. Company Qualifications

Please provide the following information:

- Vendor's full company or corporate name
- The company's office location responsible for performance under a contract with PPLD.
- Provide the URL for the Vendor's website.

C8.1. References

List at least four entities, a minimum of three similar-sized public libraries (one that has Sirsi as their ILS) for which similar work is or has been conducted. Provide the name, title and telephone number of persons who may be contacted as a reference concerning the services the company provided. Give dates and lengths of service.

C9. Staff Qualifications

Provide names and pertinent background of key personnel who would be involved in providing the proposed services.

C10. Project Management

Describe your planning and implementation process. Describe how the dedicated project coordinator/manager would work with PPLD staff in planning and implementing services covered in this proposal and a timeline for when process could begin through implementation.

C11. Anything Not Previously Covered

Please use this area to describe services and/or products not already mentioned in the company's proposal that may be of interest to PPLD.

ADDENDUM A
PIKES PEAK LIBRARY DISTRICT
REQUEST FOR PROPOSAL FOR
PROPOSAL COVER SHEET

I. GENERAL INFORMATION

- 1. FIRM NAME
2. ADDRESS
3. PHONE
4. FAX
5. E-MAIL AND WEBSITE
6. CONTACT

II. STATEMENT OF MINIMUM QUALIFICATION

I, (printed name) hereby declare
that I am the (title) of

(Name of firm)
submitting this profile and declaration, and that I am duly authorized to sign this profile and
declaration on behalf of the above named firm. All information set forth in this profile and
declaration and all attachments hereto are, to the best of my knowledge, true, accurate, and
complete as of the submission date.

The signer further certifies that (please initial):

- a. The Firm has carefully examined all instructions, requirements, specifications, and
terms and conditions of the RFP for which this proposal is submitted. The Firm
understands all instructions, requirements, specifications, and terms and conditions of the
RFP, and hereby offers and proposes to furnish the goods and services described herein at
the prices, fees, and/or rates identified in this proposal, in accordance with the
instructions, requirements, specifications, and terms and conditions of the RFP.

- b. _____ This proposal is a valid and irrevocable offer that will not be revoked and shall remain open for PPLD’s acceptance for a period of ninety (90) calendar days from the proposal due date.
- c. _____ The Firm is in full compliance with all applicable federal, state, and local laws, rules, regulations, and ordinances governing business practices.
- d. _____ All statements, information, and representations prepared and submitted in this proposal are current, complete, true, and accurate.
- e. _____ Submission of this proposal indicates the signer’s acceptance of the evaluation technique and that some subjective judgments may be made by PPLD as part of the evaluation.
- f. _____ The Firm has submitted all evidence of coverage and licenses, including Errors and Omissions Insurance, as listed below:

Evidences of these all coverage, licenses, and insurances are attached.

- g. _____ The Firm is registered in the State of Colorado. A copy of registration is attached.
- h. _____ There have been no claims, litigation, or other issues filed or pending against our Firm in the past 5 years except as listed below.

- j. _____ The Firm is aware of Colorado’s Immigration / illegal alien laws pertaining to public contracts. Addendum C (Colorado Statutes 8-17.5 – 102) is signed and attached.

Authorized Signature

Date

**ADDENDUM B
PIKES PEAK LIBRARY DISTRICT
REQUEST FOR PROPOSAL FOR
VENDOR RESPONSES**

Please submit a response for each point from C1 – C11 above. Responses to each item should appear in the same order as in this RFP.

Signature

Date

**ADDENDUM C
PIKES PEAK LIBRARY DISTRICT
REQUEST FOR PROPOSAL FOR**

IMMIGRATION CLAUSE FOR CONTRACTS

Pursuant to Colorado Revised Statutes Section 8-17.5-102, PPLD (“PPLD”) shall not enter into or renew a public contract for services with a contractor who knowingly employs or contracts with an illegal alien to perform work under the contract or who knowingly contracts with a subcontractor who knowingly employs or contracts with an illegal alien to perform work under the contract.

Accordingly, Contractor agrees that it shall not:

Knowingly employ or contract with an illegal alien to perform work under this Agreement; or

Enter into a contract with a subcontractor for work under this Agreement that fails to certify to the Contractor that the subcontractor shall not knowingly employ or contract with an illegal alien to perform work under this Agreement.

Further, Contractor agrees that it shall comply with the following:

Contractor has verified or attempted to verify through participation in the Basic Pilot Employment Verification Program (the “Basic Pilot program”) of the U.S. Department of Homeland Security that Contractor does not employ any illegal aliens and, if Contractor is not accepted into the Basic Pilot Program prior to entering into this Agreement, that Contractor shall apply to participate in the Basic Pilot Program every three months until Contractor is accepted or the services under this Agreement have been completed, whichever is earlier. This requirement shall terminate if the Basic Pilot Program is discontinued.

Contractor shall not use Basic Pilot Program procedures to undertake pre-employment screening of job applicants while the services under this Agreement are being performed.

Should Contractor obtain actual knowledge that a subcontractor performing work under this Agreement knowingly employs or contracts with an illegal alien, the Contractor shall:

Notify the subcontractor and PPLD within three days that Contractor has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and

Terminate the subcontract with the subcontractor if within three days of receiving the notice pursuant to Paragraph 1(b)(iii)(1) the subcontractor does not stop employing or contracting with the illegal alien; except that Contractor shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.

Contractor shall comply with any reasonable request by the Colorado Department of Labor and Employment made in the course of an investigation that the Department may undertake pursuant to its authority under Colorado Revised Statutes Section 8-17.5-102(5).

Signature

Date