

REQUEST FOR PROPOSAL (RFP)

For

PHYSICAL LIBRARY MATERIALS

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PART 1: INTRODUCTION

The Pierce County Library System (“Library”) is a junior taxing district under the laws of the State of Washington established in 1946 as a rural 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, South Prairie, Steilacoom, Sumner, University Place, and Wilkeson). The total estimated population served is 680,000. More information about the Library may be found online at www.mypcls.org.

Thank you for your interest in this RFP. The Library 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 Library encourages qualified proposals from minority- and women-owned businesses. Resources to assist such proposers can be found at <https://omwbe.wa.gov>, the website for the Washington State Office of Minority & Women’s Business Enterprises.

ESTIMATED TIMELINE

RFP Announcement	February 3, 2025
Final questions due	February 17, 2:00 pm
RFP Question Response Due from Library	February 20, 5:00 pm
RFP Due to the Library	February 28, 2:00 pm
RFP Opening (non-public)	March 3, 2025
Notice of Intent to Award	March 19, 2025
Contract finalized	April 3, 2025
Contract Implementation	May 1, 2025

PART 2: INSTRUCTIONS TO PROPOSERS

- a) **QUESTIONS ABOUT THE RFP:** It is the responsibility of all the proposer to carefully review and read the entire RFP and understand all terms, conditions, processes, and methods for responding to this RFP. All questions about this RFP should be directed to Amy Anderson by email to aanderson@piercecountylibrary.org. Oral explanations or instructions given before the award of the Agreement will not be binding. Any information that is different from what is provided in this RFP and given to a prospective proposer concerning this RFP will be furnished to all other prospective proposers as an amendment to the solicitation. The Library reserves the right to share answers with other proposers, if such information is necessary to proposers in submitting proposals on the solicitation or if the lack of such information would be prejudicial to uninformed proposers. **All questions must be submitted by 2:00 p.m. February 20, 2025.**
- b) **ACKNOWLEDGEMENT OF AMENDMENTS TO RFPs:** Proposers to the RFP must acknowledge receipt of an amendment by signing and returning the amendment or by a written letter. Such acknowledgment must be received prior to RFP opening.
- c) **RFP SUBMISSION:** The preferred method of proposal submission is electronically to Petra McBride at pmcbride@piercecountylibrary.org. Please use the subject line: Proposal for Physical Library

Materials. If vendors choose to submit via hardcopy, please submit a sealed proposal with 3 copies to:

Pierce County Library System
Attn: Petra McBride, Manager of Executive Office Administration
3005 112th Street East
Tacoma, WA 98446-2215
Sealed Proposal for Physical Library Materials

The Proposer shall assume full responsibility for the timely delivery at the location designated in the Advertisement for Proposals. A proposal submitted or delivered after the time fixed for receipt of Proposals will not be accepted.

- d) **DATE OF SUBMISSION: SEALED PROPOSAL MUST BE SUBMITTED NO LATER THAN FEBRUARY 28, 2025, by 2:00 pm.** Submissions received late may be deemed not responsive and may not be considered, at the Library's discretion. The Library reserves the right to extend the date of submission and will provide due notice of such date extension.
- e) **SIGNATURES:** A corporate official who has been authorized to make such proposal commitments must sign the proposal.
- f) **WITHDRAWAL OR MODIFICATIONS OF PROPOSALS:** The proposer may, without prejudice to itself, modify or withdraw its proposal by written request, provided that the proposal and any request is received by the Library prior to the date of submission above. Following the withdrawal of its proposal, the proposer may submit a new proposal provided it is received by the Library at the address and by the Date of Submission.
- g) **REJECTION OF PROPOSALS:** The Library reserves the right to reject any and all proposals without penalty. Any and all proposals may be rejected for any cause.
- h) **PROPOSAL PROCEDURES AND FORMS:** All proposers must comply with the specifications and requirements attached. To be considered all proposals must be signed; proposers may only submit one proposal for consideration. Proposers may submit additional information with their proposals as desired.
- i) **VALIDITY OF PRICES:** Proposers must confirm in writing that prices quoted will be valid and in effect for a minimum of sixty (60) days after proposal opening.
- j) **PROPOSAL OPENING:** All proposals will be opened by 5pm on March 3, 2025. The Library will submit a Notice of Intent to Award to the apparent winning proposer by or around March 19, 2025.
- k) **AWARD(S):** Contracts may be awarded to multiple vendors based on which best meet the Library's needs. A single Vendor does not need 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.
- l) **PUBLIC DISCLOSURE OF AWARDED PROPOSAL:** All proposals will be treated with confidentiality prior to award. After award of the contract, the proposal will fall under the requirement by Washington State law (Chapter 42.17 RCW) that obligates the Library to make the document available for public inspection, if requested.
- m) **FINAL INSPECTION UPON AWARD:** Proposer will verify proposal on all existing conditions.
- n) **CONTRACT:** 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(s) may enter into a contractual agreement for three (3) years with the option to renew for two (2) one-year periods at mutual agreement of the Vendor and the Library.

- o) **CANCELLATION:** The Library may cancel any contract or any part thereof by written notice at any time without penalty if the Vendor fails to comply with the terms, instructions, specifications, and delivery completion dates, or perform the work with diligence.
- p) **CONTRACT ADMINISTRATOR:** The administrator of this contract will be: Amy Anderson, Collection Management Director.
- q) **REFERENCES:** List the names and addresses of three (3) customers, for whom the proposer has provided similar services. Include dates, contact persons, and telephone numbers. Should any reference submitted by the proposer be found unsatisfactory, the Library, as its sole option, may reject that proposer's offer. The Library shall be the sole judge in determining a satisfactory or unsatisfactory reference response. References must be submitted with the proposal response.

References

1.	Company Name	_____
	Company Address	_____
	Company Phone	_____
	Contact Person	_____
	Dates	_____
2.	Company Name	_____
	Company Address	_____
	Company Phone	_____
	Contact Person	_____
	Dates	_____
3.	Company Name	_____
	Company Address	_____
	Company Phone	_____
	Contact Person	_____
	Dates	_____

Declarations:

The undersigned proposer declares that he/she has read and fully understands the Request for Proposal and agrees to all of the terms, conditions, and provisions contained therein; and he/she proposes and agrees that if his/her proposal as submitted in the proposal be accepted, he/she will contract to perform in accordance with the specifications and proposals. Said price is to include and cover all materials, labor, supervision, overhead, profit, and taxes to complete the job to the Library's satisfaction.

PROPOSAL SUBMITTED BY:

Signature of Authorized Representative

Firm Name

Printed Name

Address

Title

City, State, Zip Code

Date

Telephone/ Fax Number

E-mail

PART 3: ALLOCATIONS AND SCOPE OF SERVICES

The Library currently employs Polaris 7.6.37191 as its integrated library system (“ILS”).

Description	Amount
Adult Books	\$ 713,000
Children’s Books	\$ 447,000
Young Adult Books	\$ 92,000
Audio Books (Adult)	\$ 20,000
DVD (Adult, Fiction & Nonfiction)	\$ 320,000
Music CDs	\$ 20,000
World Languages	\$ 118,500

Firm Orders	<ul style="list-style-type: none"> • Books • Hard Cover • Trade Paperback • Mass Market • Board Books • Large Print • Graphic novels & manga • DVD (PCLS does not support/collect Blu-Ray) • Music CD • Audiobooks • Read-along (Book & MP3 sets)
World Language collection for current, popular materials	<ul style="list-style-type: none"> • Adult Spanish • Chinese • Children’s Spanish • German • Japanese • Korean • Russian • Tagalog • Ukrainian • Vietnamese
Standing Orders (Continuations) Open orders for all titles that fit a particular category	<ul style="list-style-type: none"> • Reference materials • Current popular authors • Juvenile series • Large Print • Graphic novel & manga series • World Languages

PART 4: VENDOR INFORMATION

Following is a list of questions. Please create a document that includes these questions followed by your answers or responses.

1. Vendor development

Describe any new features or other developments 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.

2. Customer service questions

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

3. Publishers

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

4. Selection Tools and Services

Describe the tools and services you provide to assist with selection of English-language print or media materials, or both. Indicate how these tools work with the Polaris Integrated Library System.

5. International Collection

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

6. Standing Orders

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

7. Bibliographic Records

The Library's 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.

8. Physical processing

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

9. 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.

10. Shipping and Fulfillment

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

11. 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.

12. Additional Services

Please list relevant services offered that aren't provided in the previous answers.

PART 5: EVALUATION

The Library will evaluate each submitted proposal on the merits of the responses to each element delineated in this RFP. After opening the responses, the Library may 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.

Criteria	Weight
Cost, including tiered discounts based on volume	20%
Quality of products and services	20%
Vendor/customer support and training	20%
Shipping costs	10%
User-friendliness (i.e. efficient user interface)	10%
Delivery and lead times	10%
Warranty and after-sales support (e.g. paid shipping on returns, along with refund, if items are damaged in transit)	10%
Total	100%