

# REQUEST FOR PROPOSALS (RFP)

## Procurement of Library Materials

ISSUING AGENCY:

Fort Vancouver Regional Library District  
2018 Grand Blvd  
Vancouver, WA  
98661

RELEASED:

APRIL 1, 2024

CLOSES:

**Proposals must be received no later than  
4:00 P.M. on Friday May 3, 2024**

## Project Description

Fort Vancouver Regional Libraries (FVRL) is seeking proposals from qualified firms to provide library materials including books, DVDs, books on CD, and related value-added services.

## Scope of Work

### Overview

FVRL is requesting qualified proposals from vendors for the purchasing period June 1, 2024 to May 31, 2028. It is FVRL's intent to award to one (1) primary supplier of book (physical) materials and one (1) primary supplier for each of the following formats: audio books (physical), and DVDs. The purpose of this RFP is to identify vendors that will offer the Library the best overall value and service.

Any vendor that wishes to sell a large volume of materials (books or audiovisual ("AV")) to FVRL for the period 2024-2028 is expected to submit responses in its proposal that fulfill all RFP requirements. This proposal will serve as the vendor's firm commitment for the years 2024-2028.

The Vendor must be willing to commit to, but not be limited to, the level of service and discounts offered in its proposal through June 2028, regardless of volume of business. Important considerations to FVRL are the cost of materials, availability of materials, ordering efficiency, packaging and receiving requirements, delivery requirements, and level of customer service, including handling of returns. The opportunity for high-volume business from FVRL is possible if the cost and service aspects of the successful vendor meet and exceed FVRL's expectations. FVRL seeks vendors that are willing to work with FVRL to meet its standards for workflow efficiency, processing, and cataloging.

### General Information about FVRL

- Consists of 12 full-service locations, 2 bookmobiles, and 3 limited service outlets.
- Anticipates allocating approximately \$1.5-\$2 million annually for its physical materials budget for the period 2024-2028.
- Centrally selects and places orders for all library materials.
- Currently uses the Sirsi/Dynix Symphony ILS. Orders are transmitted electronically (EDI) on a regular basis.
- Interested in moving to more shelf-ready processing and strongly desire to see bids reflecting this, including supplying MARC records.
- Currently outsources the following:
  - mylar jacket protectors
  - linked RFID tags
  - property stamp/sticker
  - barcode/dummy label
  - artwork (media)
  - spine label (targeted collections but interested in expanding)

## Proposal questions

Proposals must be received by email no later than **4:00 P.M. on Friday May 03, 2024**. Any proposal (“Proposal”) arriving after this date will be marked late and may receive no consideration for selection.

Questions pertaining to this Request for Proposals (“RFP”) must be communicated in writing and be received by **Lynne Caldwell, Collection & Technology Services Director** via email at [bids@fvrl.org](mailto:bids@fvrl.org) by **4:00 P.M. on Wednesday April 24, 2024**. The words **“2024 Materials RFP”** must be included in the subject line of the email.

Questions shall include the specified representative’s name and a reference to the appropriate page and section number of the RFP.

Copies of this RFP, questions and answers, and any related documents are available at: <https://www.fvrl.org/request-proposals-library-materials>. Answers to all questions will be documented and posted on the Library’s Web site no later than 4pm, Friday, April 26, 2024.

## Projected Timeline

The projected timeline for this RFP process is provided below. FVRL may, at its sole discretion, modify the schedule as necessary to allow for thorough and complete analysis of responses.

- Issuance of RFP Inquiry Period Begins April 1, 2024
- Inquiry Period Ends April 24, 2024
- Final Response to Vendor Questions April 26, 2024
- **Proposal Due Date 4pm, Friday May 03, 2024**
- Selection of Successful Vendor Friday May 17, 2024 (tentative)

## Evaluation Criteria

All responsive Proposals will be evaluated by a team of at least three FVRL staff members and shall be ranked and rated according to the criteria stated below. FVRL will evaluate the proposals and select a vendor based on the:

1. Ability to meet our service requirements as outlined.
2. Cost of materials and discounts proposed.
3. Quality and completeness of the information provided in the proposal.
4. Past experience with FVRL (if any) and references.

Scores will be weighted as follows:

1. **(up to 30%)** The cost or pricing structure of the vendor’s proposal.
2. **(up to 20%)** Past performance of the vendor as reflected by previous FVRL experience with the vendor and discussion with vendor references. Performance factors include quality of work, reliability of discounts, and customer service responsiveness.
3. **(up to 20%)** Availability of materials and delivery requirements.
4. **(up to 15% )** Value-added services.
5. **(up to 15%)** Website functionality and collection development tools.

## Rejection of Responses

FVRL reserves the right at its sole discretion to reject any and all responses to this RFP without penalty.

## Proposal Requirements

The Vendor is responsible for all information contained in any addenda issued. All responses shall be in the following prescribed format.

## Submittal Instructions

Please submit one (1) digital copy in pdf format via email to [bids@fvrl.org](mailto:bids@fvrl.org). The words “**2024 Materials RFP**” must be included in the subject line of your email. Proposals should follow the prescribed order outlined in Addendum A and cover the following topics:

### Cost of materials

FVRL orders a variety of materials, adult and juvenile, in various formats (e.g., print, audiobook, DVD) from many types of publishers. The Vendor shall indicate, in detail in Section #1 of the Cost Proposal, the discounts that it will provide to the Library, and will distinguish between formats, type of binding, and age level, where appropriate. If there are any exceptions to these discounts (e.g., service charges), the Vendor must indicate those exceptions in the Cost Proposal.

The Proposal shall include cost information regarding:

### Processing Materials

1. The jacketing of books.
2. The processing of AV materials (e.g., DVD, audiobook). All AV materials receive a barcode on the back of the item, and a label with the number of units included in the item.
3. Supplying RFID/Barcode linked sets.
4. Supplying property stamps.

### Availability of Bibliographic Records

We desire discoverability and placing of holds early in the acquisitions process. Please describe the level of bibliographic records provided and the associated cost.

### World Languages Materials

1. Describe the tools and services you provide to assist with selection, access, and cataloging of World Language print and/or media materials.
2. Indicate how these tools work with the Sirsi-Dynix Symphony 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.

## Availability of Library Materials

1. Number of titles available in inventory by format (book, audiobook, and DVD ).
2. Percentage of titles offered at full discount.
3. The average delivery time for items in stock. Provide averages for both processed and unprocessed items.
4. Provide requirements for meeting street date for pre-pub ordering.

## Website Functionality and Collection Development Tools

FVRL requires online access to view inventory, select materials, place EDI orders, review account information, and check the status of orders. The website must be reliable, responsive, and fully functional, with grid capability and advanced searching and filtering options.

1. The types of selection sources (print or online) available to customers. Provide examples of print sources and a URL for online sources, as well as cost information, if applicable.
2. The types of collection development tools and/or services offered to its customers. Provide a description of the available tools and services and a list of the subjects/genres/formats covered, as well as cost information, if applicable.
3. The types of collection analysis tools offered to its customers, if any, as well as cost information, if applicable.

## Ordering Efficiency

FVRL may submit multiple purchase orders (with multiple titles) on a daily or weekly basis. Orders will be transmitted electronically (EDI).

The successful Vendor will be expected to ship in-stock items within 48 hours of order submittal. The library expects to receive items ordered in advance of the publication date at least five (5) working days ahead of the on-sale date when allowed by the publisher.

The Vendor must provide any order restrictions that its company has in place.

Delivery requirements. Materials will be delivered between 8am-4pm at the FVRL Operations Center, 2018 Grand Blvd, Vancouver WA 98661 Mondays through Fridays, excluding legal holidays. Shipment boxes must be sequentially numbered, and packing slips must be sent with each shipment.

## Delivery

F.O.B. Destination, Freight Prepaid: Where applicable, the Supplier must provide the supplies or services as proposed F.O.B. Destination, freight prepaid. The place of delivery/destination will be to the receiving dock at the FVRL Operations Center, 2018 Grand Blvd, Vancouver WA 98661, unless otherwise stated by the purchase order or other ordering document. Freight will be prepaid unless otherwise stated.

The Vendor will assume costs for shipping, carrying, and return charges, unless stated

otherwise.

In the Cost Proposal, the Vendor shall provide the primary warehouse location for the shipping point of materials. Also, the Vendor shall indicate if there is an option of a secondary warehouse.

The Vendor shall provide the following information in the Cost Proposal:

1. A list of preferred freight carriers.
2. The expected transit time for deliveries from time of shipping to arrival at the receiving dock located at the FVRL Operations Center, 2018 Grand Blvd, Vancouver WA 98661. Include transit time for both primary and secondary warehouses.
3. The minimum number of items or boxes, and/or pallet weight required to trigger daily shipment of palletized materials from the primary and secondary warehouses.

## Customer Service and Returns

The Vendor will provide a dedicated customer service representative to handle phone orders, special orders, problems, and questions. FVRL expects a response from the customer service representative within one business day when a voicemail message is left or an e-mail message is sent.

1. Backorder status report every 30 days.
2. A monthly statement of outstanding invoices and credits.
3. A reference to the original invoice number on any credit vouchers.

Materials that are received after 120 days may be returned. FVRL will return items without prior approval. These may include titles shipped incorrectly by the Vendor, and sometimes items ordered incorrectly by FVRL. These will be returned only if FVRL has not placed any identification marks on the items. FVRL will keep returns due to its error to a minimum. FVRL will return any imperfect copies for replacement even if FVRL's identification marks have been placed on the material before the imperfection was discovered. The Vendor will provide FVRL with a list of pre-approved return authorization numbers for efficiency of returns.

## Request for Proposals Cover Sheet

The Vendor declares to have read and understood and agrees to be bound by all the instructions, terms, conditions and specifications of this RFP and agrees to fulfill the requirements of any contract ("Contract") for which it is selected to provide the specified services at the prices proposed.

## Additional Information

1. Addenda to this RFP will be posted to the FVRLibraries Website: <https://www.fvrl.org/request-proposals-library-materials>. Vendors are responsible for any information provided in any and all issued addenda.
2. Times referenced herein are Vancouver, WA local time (PDT).
3. Submission of a proposal in response to this RFP is the Vendor's acknowledgement that subjective criteria will be used in the evaluation of Proposals. Award shall be made to the responsible Vendor(s) determined to be the most advantageous to FVRL. Price, although an important consideration, will not be the sole determining factor.

## Proprietary Information / Public Disclosure

Materials submitted in response to this solicitation shall become the property of Fort Vancouver Regional Library District. Responses shall be deemed public records as defined in RCW 24.56, "Public Records Act".

## Revisions to the Process

In the event it becomes necessary to revise any part of this request, addenda will be published on Fort Vancouver Regional Library District's website at:

<https://www.fvrl.org/request-proposals-library-materials>.

## Cost to Submit

Fort Vancouver Regional Libraries will not be liable for any costs incurred by the Respondent in preparation of a response to this RFP, in conduct of a presentation, or any activities related to responding to this RFP.

## Americans with Disabilities Act

FVRL complies with the Americans with Disabilities Act (ADA).

## Diverse Business Inclusion Plan

FVRL is committed to providing the maximum practicable opportunity for participation by diverse businesses enterprises (DBE). DBE are defined as; small-business, micro-business, mini-business, minority owned business (MBE), and women-owned business (WBE), as defined in RCW 39.26.010 and veteran-owned businesses as defined in RCW 43.60A.010.

# Addendum A

## **THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL.**

1. Company name, business address and phone number.
2. Number of years it has been in business.
3. Name of parent company, if any.
4. Name of its President/CEO.
5. Name of its Director of Operations.
6. Name of its Director of Sales.
7. Name of its Director of Customer Service.
8. Name of the designated Customer Service Representative (and phone number).
9. Three (3) references including a contact person for each. FVRL prefers that these references be major urban libraries. with the following information: the name of the current and previous clients with similar contract, scope of work provided and the name, address, and telephone number of the contact person.
10. Cover Letter  
A cover letter, on the Vendor's letterhead, shall be submitted and include, but need not be limited to, the following information:
  - a. The signature of a person authorized to bind the Vendor legally to the extent of work and financial obligation outlined in its Proposal.
  - b. A statement that the Proposal will be valid for 180 days.
  - c. Identification of all the material enclosures submitted in response to the RFP for Library Materials.
  - d. A summary of the submitted offering and a brief statement of the Vendor's qualifications to meet the needs as described in this RFP. This information shall include:
    - i. The names of the individuals involved in the preparation of the Proposal and their relationships to the Vendor.
    - ii. The name, address and telephone number of the individual to whom inquiries relating to the proposal shall be directed.
11. Vendor's Qualifications  
Information included in this section shall include, but not be limited to, the following:
  - a. A Statement of Affirmation of FVRL Terms and Conditions contained herein.
  - b. Description of Services.
  - c. Response to Scope of Services Requirements. Information included in this section shall include, but not be limited to, the following:
    - i. Full responses to the questions asked in the Library Expectations section of this RFP.
12. Cost Proposal  
Information included in this section shall include, but not be limited to, the following:
  - a. Detailed information about proposed discounts and costs of services as outlined in the Library Expectations section of this RFP.
  - b. A letter of interest signed by the firm principal with a statement of availability to complete the work.



- c. Name, title, address, and telephone of contact person during period of proposal evaluation.
- d. Signature of a person authorized to bind Consultant to the terms of this proposal.
- e. An itemized list including the amount and pricing of all materials and services being proposed.
- f. General information about the vendor's experience and capabilities in the services to be provided.
- g. Firm's approach to quality control, project management and product delivery.
- h. Ability to meet the FVRL's requirements for readiness, availability and familiarity with the process upon execution of agreement.

The Vendor certifies, by signature affixed to this Request for Proposals Cover Sheet, that the information provided by it in response to the RFP, including certified statements, is accurate and complete.

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Federal Taxpayer Identification Number (TIN)

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Name of official representative

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Title

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Vendor Name

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Mailing address

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City State ZIP

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Contact Telephone Number

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E Mail address

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Authorized Signature Date