March 1, 2017

REQUEST FOR PROPOSALS # 2017-01
FOR
PHYSICAL MATERIALS PURCHASING AND RELATED
VENDOR SERVICES

Proposals Due:
Thursday, May 4, 2017 by 4:00pm
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SECTION ONE – PURPOSE AND BACKGROUND

The King County Rural Library District, (dba King County Library System), is seeking proposals from qualified vendors for the purpose of obtaining information and firm bids for Physical Materials Purchasing and Related Vendor Services.

The King County Library System (KCLS) is currently one of the top circulating public libraries in the United States with a circulation of over 20 million items in 2015. Located in the Puget Sound area, KCLS serves over 1.41 million residents at its 49 community libraries, 1 institutional library, and Outreach Services. KCLS provides access to a broad array of information resources for all ages including books, music CDs, DVDs, periodicals, electronic databases, ebooks, and downloadable or streaming audiobooks, music and video. KCLS is also the community resource for a wide variety of programs and activities for people of all ages. Established in 1943, KCLS is a special purpose government that is governed by a five-member Board of Trustees and operates under the constitution and laws of the State of Washington.

KCLS currently uses the Evergreen Open Source integrated library system (circulation, on-line catalog, and acquisitions modules) which was implemented in late September 2010.

Annual volume of business for book and non-book materials for calendar year 2017 (excluding periodicals and electronic databases) is projected to be up to $12,543,560.

The Collection Management Services Department uses the collectionHQ service for ongoing collection analysis and reports since 2011.

In 2012, KCLS issued a Request for Proposals (RFP) to major book and non-book wholesalers and publishers to explore options for a variety of materials and vendor services and that resulted in contracts with qualifying vendors for major volumes of business for an array of book and non-book services.

KCLS again seeks to establish optional use contracts with qualifying vendors for a wide range of materials and vendor services for book and non-book materials (DVDs, audiobooks, and music CDs) in the physical material format for adult, teen and juvenile audiences. A vendor need not provide all book and non-book formats and services described in this RFP to be considered for optional use contracts.

SECTION TWO – SCOPE OF SERVICES

The King County Library System’s Collection Management Services Department is seeking a wide range of vendor services for cost effective and timely provision of book and non-book materials for adult, young adult and juvenile audiences as well as selection tools, physical processing, and other value added services.
If you are an existing vendor with KCLS and are receiving this RFP request, you must re-apply to be an approved vendor to do business with us from 2017-2022. This RFP is only for physical materials, not digital content.

If you are an existing vendor and have physical products that KCLS currently does not purchase, please also submit information for those products.

Book and non-book materials include but are not limited to: printed books, spoken audio, music, and DVD.

KCLS also purchases materials in a number of different world languages including Spanish, Russian, Chinese, Korean, Vietnamese and Hindi.

Services include but are not limited to: web based bibliographic resources, electronic transmission of orders and selection lists, electronic order confirmations and order status updates and electronic invoices - all via efficient and up-to-date interfaces with the ILS vendor used by KCLS.

Value added vendor services include but are not limited to: selection lists and other selection tools, preview plans for new children’s titles, notification lists, standing orders (continuations), physical processing for both book and non-book items, and the application of spine labels and selected genre labels for some categories of book materials.

SECTION THREE – PROPOSAL REQUIREMENTS

Firms interested in providing the services described above are requested to submit the following information. Responses to each item should appear in the same order as in this RFP and should designate by heading and paragraph the item to which the response applies. Please limit the length of your proposal, including appendices, to 50 pages, and please limit your proposal to one bound volume. Do not include any material outside of this volume. A vendor does not need to provide all of the types of materials and vendor services sought in this RFP to be considered.

Part One – Executive Summary

Each proposal should be accompanied by an executive summary not exceeding two pages which summarizes key points of the proposal and which is signed by an officer of the firm who is responsible for committing the firm’s resources.

Part Two – Proposal Details - Vendor Qualifications:

The following questions relate to the Vendor’s company-wide practices and procedures.
NOTE: Questions related to vendor “value added services” (e.g. bibliographic resources, selection tools and lists, notification lists, cataloging, physical processing services, etc.) are listed in Part Three and questions related to discounts and terms extended by the Vendor are contained in Part Four.

This part contains requirements that will be used to determine whether the Vendor is eligible to participate in an Optional Use Contract as a Major Full Service Vendor ($10,000 or more in business per year).

Please note any fees that would be charged by the Vendor for any of the services described below in Part Four – Costs of Services.

If a service that is described is not one that can be provided by your company please mark as “NA” (not applicable).

A (Section 3, Part 2) Bibliographic Products and “In stock” information

a) Describe the various catalogs and publications provided by your company including those available online
b) Describe any electronic bibliographic/product databases available from your company and how these databases can be accessed and used by a customer
c) Include software and equipment requirements, the content included, and descriptions of how lists can be generated by the vendor and delivered to the customer via this site or generated by the customer from the site, how such lists can be sorted, shared and transferred, and the types of information (i.e. full title, price, format, call number, physical description, reviews, cover art etc.) included

d) Indicate whether in-stock information for titles is available online and whether there is any charge for using the database(s)
e) Provide details of how your online bibliographic tools interface with Evergreen Open Source Acquisitions and whether your company has a dedicated liaison to work with ILS vendors
f) Is there a title look up feature for the library OPAC via ISBN, UPC code, title and/or author (OPAC check)

Vendor Comments:

B (Section 3, Part 2) Ordering methods

a) Describe the types of orders accepted by your company (e.g. electronic, email, mail, phone, etc.) and whether enriched Edifact (EDI) is supported by your system
b) Describe how accounts for different categories of orders (e.g. book, music CD, DVD, rush, special processing services, etc.) are profiled and set up
c) Indicate how rush orders are handled
d) Describe the software and equipment required for electronic ordering and whether your company can receive electronic orders generated from the Evergreen Open Source Acquisitions System
e) Indicate if orders can be transmitted electronically from lists produced on a web based bibliographic database

Vendor Comments:

C (Section 3, Part 2) Shipments and Invoicing

(C1) Packing slip
   a) A packing slip is only required in a shipment if no invoice is included – the invoice is the preferred paperwork
   b) Describe the format of packing slips provided
   c) Describe in what order the titles are listed on the packing slips
   d) Indicate whether packing slips are routinely included with all shipments and whether boxes containing packing slips are clearly labeled as such
   e) Indicate if library purchase order numbers and title line item numbers generated by Evergreen Open Source can be noted on the packing slips next to the titles listed
   f) Enclose a sample of the packing slip that your company normally supplies with shipments

(C2) Invoicing and statements
   a) Describe the format of invoices and statements provided
   b) Indicate how the titles are listed on the invoice
   c) Indicate whether invoices are routinely included with all shipments or if they are sent separately and if electronic invoices can be provided that will download to the Evergreen Open Source Acquisitions System. KCLS prefers the invoices in the regular shipment and not separately by mail.
   d) Indicate if an invoice will be sent separately for each shipment
   e) If the invoice is more than one page long will it be stapled together?
   f) Indicate if boxes containing invoices are clearly labeled as such
   g) Indicate whether Washington State sales tax is included
   h) Indicate whether library purchase order numbers and title line item numbers can be listed adjacent to titles
   i) Indicated how titles are listed on the invoice, and what your payment terms are
   j) Can shipment invoices be capped to include a maximum of 499 units for print and 250 units for media of shipped materials?
   k) Can fees for vendor pre-processing services be billed separately from product/materials invoicing?
   l) Enclose a sample of the invoice and statement forms described
   m) Indicate the terms of payment such as net 45 days

Note: KCLS requires only 1 copy of all invoices to be supplied. We used to require 2 copies.

(C3) Partial shipments
   a) Describe methods used by your company to prevent partial shipment of particular titles
b) Describe methods to communicate and confirm instances where only a portion of the total copies ordered can be supplied due to out of print or other status

(C4) Packaging and marking of shipments
   a) Describe how shipments are packaged and labeled and what types of materials are used for the boxes and packing to protect contents and reinforce the cartons and prevent crushing
   b) Include information about your practice for numbering of boxes within a shipment (1 of 6, 2 of 6, for example) and where the numbering is located on the boxes

(C5) Method of shipment and shipping charges
   a) Describe how shipments are sent
   b) Describe how deliveries are made and the types of couriers and include their contact information (UPS, FedEx, freight, amazon, courier, etc.)
   c) Include information on point of shipment for the bulk of orders that would be filled for KCLS and where secondary points of shipment are located
   d) Include average shipment times and 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 2.5% of invoice total”)
   e) Describe what steps your company takes to ensure inside delivery of shipments to customers and box weight of under 40 pounds per carton
   f) If there is no charge for shipping to KCLS, so declare

- KCLS has a maximum of 4 pallets per day per vendor
- KCLS does not limit the number of boxes within a set
- KCLS limits the shipments to 500 units max for print and 250 max for media
- If possible, KCLS prefers smaller cartons than larger ones to keep the weight down
- Shipments must arrive between 8am-4pm Monday-Friday
- KCLS does not accept shipments on Saturday or Sunday
- If a shipment is going to be delayed for any reason, please call Kathleen Olsen at 425-369-3368 or email ksolsen@kcls.org so we can plan accordingly

Vendor Comments:

D (Section 3, Part 2) Backorder reports and Cancellations
   a) Describe the types of back order status reports your company provides and how frequently and in what format the reports are sent
   b) Indicate if your company can provide status feedback on claims submitted via email as well as automated electronic overlay updates for order status
   c) Indicate whether your company can provide automated updates for customers using the Evergreen Open Source Acquisitions System
   d) Provide samples of the order status and cancelation reports
   e) Describe your company’s cancellation policies for orders and backordered items
f) Indicate if cancellation and backorder title information can be accessed from your company’s website

Vendor Comments:

E (Section 3, Part 2) Credits and Returns
a) Describe your company’s policy for issuing of credit and acceptance of returns for damaged shipments, short shipments, wrong titles, unacceptable format supplied, etc.
b) Provide samples of forms and paperwork for returns and credit
c) Indicate if your company enables customers to complete a “self-credit” form for incomplete or damaged shipments and whether a return authorization number is required for returns
d) Indicate if self-credit memos can be executed by email or online on your company’s website

Vendor Comments:

F (Section 3, Part 2) Customer Service
a) Describe your company’s customer support service and which staff would provide direct service for KCLS accounts
b) Include hours of customer service (for the Pacific Time Zone) and what methods are available (e.g. online, email, toll-free phone, etc.) to reach customer service staff
c) What are typical response times to customer queries?
d) Does your company typically assign a dedicated customer service representative to handle a particular library’s account?
e) Can your customer service staff communicate special instructions to publishers and screen for problematic formats as profiled for the library account? For example: Media items (music CD, or DVD) without clear copyright or cover graphics or DVD titles produced in DVD-R format

Vendor Comments:

G (Section 3, Part 2) Turn-around time and fill rates
   G1. Describe your average turn-around time (including physical processing of materials) for:
      a) rush orders
      b) in-stock items
      c) items that must be obtained from publishers

Vendor Comments:

   G2. Describe your average fill rates using per cent (%) figures for the different categories of materials that you supply:
      a) Children’s books
      b) Young Adult books
c) Adult books  
d) DVD  
e) Spoken audio  
f) Music CDs  
g) Multi-media sets

Vendor Comments:

**Part Three – Vendor Value Added Services:**

A (Section 3, Part 3). Selection Lists – ongoing (such as NTNs, TIPS, etc.)
KCLS seeks ongoing “collection building” and awareness tools from vendors based on reviews in library journals and other publications, publisher profiles. These lists are used by KCLS Selection staff to identify new titles of interest. Examples of such lists include: new reviewed title lists, new title lists for specific topics or publishers. Examples include: Large Print, Travel, Street Lit, Home and Gardening, etc.

a) Describe the types of selection lists that your company can provide and how these are profiled and delivered  
b) Include details of the bibliographic and review information furnished  
c) Include details of the formats (e.g. electronic or paper) in which the lists can be supplied  
d) Include details on the interface needed to upload the lists to Evergreen Open Source Acquisitions  
e) Indicate whether selection lists based on past orders placed with your company can be furnished  
f) Provide samples of the types of selection lists that you can generate and specify if any fees are charged by your company for such lists

Vendor Comments:

B (Section 3, Part 3). Preview copy plans for new children’s books
a) Describe the types of preview copy plans for new titles that your company can provide  
b) Does your company offer options for customized preview copy plans?  
c) Can physical processing be provided for preview copies?  
d) Provide samples of preview plan lists and specify if any fees are charged by your company for preview plan services

Vendor Comments:

C (Section 3, Part 3). Selection Lists – on demand (such as ODC, Replacement lists, etc.)
KCLS seeks selection lists that can be created by KCLS staff using the vendor bibliographic database or alternatively, by the vendor following specifications supplied by KCLS including, on occasion, past order history. These lists are used by KCLS Selection staff for replacement buying and enhancement of existing library collections. Examples of such lists include: various
replacement lists for specific Dewey subject areas (e.g. Dewey 000-399’s, Dewey 400-499’s),
adult biographies, Classics, Northwest Author Fiction List, and picture book replacement. KCLS
may request selection lists on demand that are based on orders previously placed with a vendor.

a) Describe the types of selection lists on-demand that your company can provide
b) Indicate the interface needed to upload the lists to Evergreen Open Source Acquisitions
c) Include details of the bibliographic and review information furnished and the formats
   (e.g. paper and electronic) in which the lists can be produced by KCLS or supplied by the vendor
d) Indicate whether it is possible to include a link to look up titles in the library OPAC (via
   ISBN or UPC code or title or author name) (OPAC check)
e) Describe any new types or categories of selection lists on-demand that your company
   may have developed in recent years and how library customers are making use of these plans
f) Provide samples of the types of selection lists that can be generated by library staff from
   the bibliographic database(s) that your company may offer
g) Specify if any fees are charged by your company for such lists
h) If possible, provide examples of lists that current library customers are generating
   themselves from your site

Vendor Comments:

D (Section 3, Part 3) Notification Lists (popular author standing order lists, etc.)
Some examples of desired automatic notification plans are:

- Popular Authors
- Graphic Novel Series
- Test Books and Guides
- Juvenile Series
- Easy Reader Books
- Children’s DVDs

Requested services for these types of plans may include the following:

- Ability for library staff to access online profile and make changes as needed
- Link to library OPAC for title checks
- Electronic Transmission of Selection Report to KCLS
- Options to generate report/selection list that can then be ordered
- Include details on the interface needed to upload the lists to Evergreen Open Source
  Acquisitions
- Adjustment to orders as requested by KCLS
- Shipment of titles ordered to KCLS
- Cataloging for language sets
a) Describe any automatic notification plans that your company offers and enclose sample reports
b) Describe any new plans developed in the past three years and how library customers are making use of these plans

Vendor Comments:

E (Section 3, Part 3) Standing Order (Continuations) services for print monograph serials
KCLS seeks a vendor or vendors to provide cost effective and timely delivery and maintenance of standing order subscriptions.

Requested services for standing orders include the following:
- Renewal of expiring subscriptions
- Placement of new orders
- Online access to standing order title status
- Status reports on a regular basis and also on demand
- Online claiming
- Link to library OPAC for title checks
- Notification of title changes and cessations and issuance of credit
- Timely shipment of titles to KCLS

A listing of our current standing orders and quantities required for each title can be found in Appendix D. Please also note that by the time we place our orders, some of these titles may have been dropped, some quantities may have changed and other titles may have been added from the list in Appendix D.

Physical processing requirements for standing orders are detailed in section G below.

a) Describe how your company would provide the services noted above and provide examples of claim forms, reports and notifications
b) Please note clearly which, if any, titles your agency would not be able to process subscriptions for KCLS

F (Section 3, Part 3) Special Category Purchase Plans
Example:
- World language materials

a) Describe if any, special category purchase plans such as world language materials offered by your company that you feel would be of interest to KCLS

Respond with details related to the following requested services for these types of plans may include the following:
b) Ability of vendor to fill blanket requests according to a predetermined profile for that language or format

c) De-duplicate from previous orders and library holdings

d) Adjustment to orders as requested by KCLS

e) Shipment of titles ordered to KCLS

Vendor comments:

G (Section 3, Part 3) Print-On-Demand Service
a) Can your company provide titles via print-on-demand service?
b) If so, please describe the types of titles provided via this service, whether they are paperback or hardcover and how they are identified in your bibliographic/product database

H (Section 3, Part 3) Processing and Binding Services for Book and Non-Book Materials
a) Note below whether your company can supply the listed processing and pre-binding services for book, music CD, DVD and spoken audio materials
b) Describe the types and brands of processing materials used
c) If you are not a current vendor for KCLS, please enclose samples of items processed to KCLS specifications for each category with your bid response
d) Include information and samples for any pre-binding services offered for paperback items

Note: Book, music, DVD and spoken audio processing specifications are detailed in Appendix A

If your company does not provide one or more of the formats below, please note NA (Not Applicable) by that format

(H1) Hardcover and Paperback Book Processing Services

Description of service followed by vendor response: Yes or No

a) Mylar plastic jacket for hardcover books with dust jackets
b) Plastic cover for paperback books (Note: A “2 piece style plastic cover with thinner plastic adhering to spine” is preferred)
c) Property stamp for all books on top edge (or bottom of title page if book is too narrow)
d) Date Stamp for all books
e) Barcode label for all books (Note: Barcodes are supplied by KCLS)
f) Author last name + E spine label for fiction picture books
g) Please note if there is a limitation to the number of characters that can be included in the author’s last name on the spine label
h) Genre labels on selected children’s and teen titles. (Note: KCLS will supply labels)
i) Category labels for children’s picture books (Note: KCLS will supply labels)
Books with accompanying discs should have disc placed in a clear, self-adhesive sleeve affixed to the inside back cover of the book.

Vendor Comments:

(H2) Pre-binding for Paperbacks

Description of service followed by vendor response: Yes or No

a) Hardcover binding for paperbacks preserving original paperback cover including the original spine

Vendor Comments:

(H3) Processing for print standing orders (Continuations)

Description of service followed by vendor response: Yes or No

b) Mylar plastic jacket for hardcover books with dust jackets
c) Property stamp for all books on top edge (or bottom of title page if book is too narrow)
d) Date Stamp for all books
e) Barcode label for all books (Note: Barcodes are supplied by KCLS)
f) Books with accompanying discs should have disc placed in a clear, self-adhesive sleeve affixed to the inside back cover of the book

Note: Plastic covering of paperbacks is not requested for standing orders.

Vendor Comments:

(H4) Music CD Processing Services

Description of service followed by vendor response: Yes or No

a) Remove shrink wrap and place music CD’s in case in appropriate size case so that entire title is packaged in one case (Note: KCLS prefers the Allsop strongbox brand case for single and double CD titles)
b) Place music CD’s in “digi-pak” packaging in clear clamshell case
c) Affix hub barcode labels to CD(s) and rectangular barcode label on the outside of CD case (Note: KCLS supplies barcode label sets)
d) Place “2 Discs” collation label on lower front of cover insert for titles with 2 discs

Note: Music CD sets with more than two discs or which otherwise will not fit in single or double Allsop strongbox cases would be sent to the library unprocessed.
Vendor Comments:

(H5) DVD Processing Services

Description of service followed by vendor response: Yes or No

a) Place DVD(s) in clam shell style case with full sleeve on outside (KCLS supplies the cases)
b) Affix hub barcode labels to DVD(s) and rectangular barcode label on the outside of DVD case. (Note: KCLS supplies barcode label sets)
c) Place “2 Discs” collation label on lower front of cover insert for titles with 2 discs
d) Place cover in sleeve on outside of case

Note: DVD sets with more than two discs or which otherwise will not fit in single or double DVD case would be sent to the library unprocessed.

Vendor Comments:

(H6) Spoken CD Processing Services

Description of service followed by vendor response: Yes or No

a) Place discs in clam shell style case so that entire title is packaged in one case
b) Affix hub barcode labels to discs and rectangular barcode label on the outside of the case
   Note: KCLS can supply pre-printed barcode label sets for up to 10 discs.
   Vendors would need to generate hub label sets for titles with more than 10 discs.
c) Place cover in sleeve on outside of case
d) Affix label with collation statement (number of discs) to front cover

Vendor Comments:

(H7) Invoicing for Processing Services

- KCLS prefers that processing services be invoiced separately from book or media charges since processing fees are charged to a separate budget.
- KCLS also prefers that consolidated monthly invoices be sent for processing services to reduce the volume of paperwork for staff and our Business Office.

a) Describe how processing and binding charges would be invoiced by your company and provide samples of invoices

Vendor Comments:

(H8) Pre-processing services warehouse
a) Indicate how the processing warehouse will notify KCLS if they are running low on KCLS supplied pre-processing supplies
b) Indicated if shipping for the KCLS supplied pre-processing supplied will be paid for by the vendor or KCLS

I. Spine label services
- An example of an easy fiction author last name spine label is shown in Appendix B.
- Genre labels are listed in Appendix C.

a) Describe services for designation of correct author last names for easy fiction spine labels and determination of some types of genre labels for juvenile books

Vendor Comments:

Part Four – Cost of Services

Please detail the fees and discount and payment terms as well as charges associated with delivery as separate line items in the proposal.

- The vendor shall be responsible for applying accurate taxes and fees in effect on the date of proposal submission.
- Each tax and fee to be paid by KCLS should be listed as a separate line item.
- The vendor shall be responsible for the payment of business registration fees, permits, licenses, business and occupation taxes and all other taxes except Washington state sales tax payable to the vendor by KCLS.

Vendor comments:

A (Section 3, Part 4) Discounts and Terms

Please list flat discounts offered to KCLS for the following binding/publisher categories for book materials and formats for non-book materials in each volume of business category. Note that the volume of business categories should be based on invoiced totals (not including Washington State Sales Tax) for all materials supplied by a vendor during a calendar year.

Trade Hardcover Books
Category 1: $0 - $49,999
Category 2: $50,000 - $99,999
Category 3: $100,000 - $249,999
Category 4: $250,000 - $499,999
Category 5: $500,000 - $749,999
Category 6: $750,000 - $999,999
Category 7: $1,000,000 plus
Trade/Quality Paperback Books
Category 1: $0 - $24,999
Category 2: $25,000 - $49,999
Category 3: $50,000 - $99,999
Category 4: $100,000 - $249,999
Category 5: $250,000 - $499,999
Category 6: $500,000 - $749,999
Category 7: $750,000 - $999,999
Category 8: $1,000,000 plus

Mass Market Paperback Books
Category 1: $0 - $24,999
Category 2: $25,000 - $49,999
Category 3: $50,000 - $99,999
Category 4: $100,000 - $249,999
Category 5: $250,000 - $499,999

Trade University Press Books
Category 1: $0 - $24,999
Category 2: $25,000 - $49,999
Category 3: $50,000 - $99,999
Category 4: $100,000 - $249,999

Non-Trade University Press Books
Category 1: $0 - $24,999
Category 2: $25,000 - $49,999
Category 3: $50,000 - $99,999
Category 4: $100,000 - $249,999

Non-Standard Books - Titles where the vendor receives no or minimal discount from the publisher or prepayment is required by the publisher or publishers whose titles have limited demand and/or non-commercial publishers
Category 1: $0 - $24,999
Category 2: $25,000 - $49,999
Category 3: $50,000 - $99,999
Category 4: $100,000 - $249,999

Publisher Reinforced Binding Books
Category 1: $0 - $24,999
Category 2: $25,000 - $49,999
Category 3: $50,000 - $99,999
Category 4: $100,000 - $249,999

Publisher Library Binding Books
DVD (Vendor, please indicate if you distinguish between new releases and backlist as related to discounts)
Category 1: $0 - $24,999
Category 2: $25,000 - $49,999
Category 3: $50,000 - $99,999
Category 4: $100,000 - $249,999
Category 6: $250,000 - $499,999
Category 7: $500,000 - $749,999

Music CD's
Category 1: $0 - $24,999
Category 2: $25,000 - $49,999
Category 3: $50,000 - $99,999
Category 4: $100,000 - $249,999
Category 5: $250,000 - $499,999

Spoken Word Audio (unabridged editions on CD)
Category 1: $0 - $24,999
Category 2: $25,000 - $49,999
Category 3: $50,000 - $99,999
Category 4: $100,000 - $249,999
Category 5: $250,000 - $499,999
Category 6: $500,000 - $749,999

Kit (Multi-Media contents)
Category 1: $0 - $24,999
Category 2: $25,000 - $49,999
Category 3: $50,000 - $99,999

Standing Order (Continuations) title list quote:
a) The price quotation for the standing order titles and quantities listed in Appendix D should be for one year giving one total with an “each” price by each title for all titles the vendor can supply.
b) Any titles that cannot be supplied should be marked clearly as such.
c) The percentage discount should be clearly noted for the entire list.
d) All other charges, in addition to the annual cost of the titles, must be listed separately.

Please note that by the time we place our orders, some of these titles may have been dropped, some quantities may have changed and other titles may have been added.
B (Section 3, Part 4) Pre-Processing Fees:

These should be noted as charge per unit/copy of a title.

(B1) Hardcover and Paperback Book Processing Services

Description of service followed by vendor cost per unit:

a) Mylar plastic jacket for hardcover books
b) Plastic cover for paperback books (Note: A “2 piece style plastic cover with thinner plastic adhering to spine” is preferred)
c) Property stamp for all books on top edge (or bottom of title page if book is too narrow)
d) Date Stamp for all books
e) Barcode label for all books (Note: Barcodes are supplied by KCLS)
f) Author last name + E spine label for fiction picture books
g) Genre labels on selected children’s and teen titles (Note: KCLS will supply labels)
h) Books with accompanying discs should have disc placed in a clear, self-adhesive sleeve affixed to the inside back cover of the book

Vendor Comments:

(B2) Pre-binding for Paperbacks

Description of service followed by vendor cost per unit:

a) Hardcover binding for paperbacks preserving original paperback cover including the original spine.

Vendor Comments:

(B3) Processing for print standing orders (continuations)

Description of service followed by vendor cost per unit:

b) Mylar plastic jacket for hardcover books with dust jackets
c) Property stamp for all books on top edge (or bottom of title page if book is too narrow)
d) Date Stamp for all books
e) Barcode label for all books (Note: Barcodes are supplied by KCLS)
f) Books with accompanying discs should have disc placed in a clear, self-adhesive sleeve affixed to the inside back cover of the book

Note: Plastic covering of paperbacks is not requested for standing orders.
(B4) Music CD Processing Services

Description of service followed by vendor cost per unit:

a) Remove shrink wrap and place music CD’s in case in appropriate size case so that entire title is packaged in one case. Note: KCLS prefers the Allsop strongbox brand case for single and double CD titles.
b) Place music CD’s in “digi-pak” packaging in clear clamshell case
c) Affix hub barcode labels to CD(s) and rectangular barcode label on the outside of CD case (Note: KCLS supplies barcode label sets)
d) Place “2 Discs” collation label on lower front of cover insert for titles with 2 discs

Vendor Comments:

(B5) DVD Processing Services

Description of service followed by vendor cost per unit:

a) Place DVD(s) in clam shell style case with full sleeve on outside
b) Affix hub barcode labels to DVD(s) and rectangular barcode label on the outside of DVD case (Note: KCLS supplies barcode label sets)
c) Place “2 Discs” collation label on lower front of cover insert for titles with 2 discs
d) Place cover in sleeve on outside of case.

Vendor Comments:

(B6) Spoken CD Processing Services

Description of service followed by vendor cost per unit:

a) Place discs in clam shell style case so that entire title is packaged in one case
b) Affix hub barcode labels to discs and rectangular barcode label on the outside of the case. (Note: KCLS can supply pre-printed barcode label sets for up to 10 discs. Vendors would need to generate hub label sets for titles with more than 10 discs)
c) Place cover in sleeve on outside of case
d) Affix label with collation statement (number of discs) to front cover

Vendor comments:

C (Section 3, Part 4) Shipping fees

a) Charges associated with delivery should be listed as separate line items
b) If there is no charge for shipping to KCLS, so declare
Vendor comments:

**D (Section 3, Part 4) Other charges or fees**

Vendor comments:

**E (Section 3, Part 4) Sales reports**
- Indicate if the vendor can provide monthly sales reports by account(s) and a cumulative annual sales report

Vendor comments:

**Part Five– Company Qualifications**
- State the vendor’s full company or corporate name and give the official representative(s) name, address, telephone number, and email address as well as the vendor’s office location responsible for performance under a contract with KCLS
- Provide the URL for the vendor’s website
- Provide pertinent background information about your company
- Vendors may also highlight here any new and/or innovative services that they have developed for library customers during the past several years
- List at least two entities representing libraries with collections of comparable size for which similar work is or has been conducted and give the name, title and email address of persons who may be contacted for reference concerning the services you provided. Provide the dates and lengths of service

**Part Six – Staff Qualifications**
- Provide names and pertinent background of key personnel who would be involved in providing the proposed services

**SECTION FOUR – SUBMISSION REQUIREMENTS**

Proposals may be emailed to severett@kcls.org.

If proposals are mailed, please send one executed original proposal, clearly marked on the cover. The proposal shall be clearly marked on the outside of the transmittal package with the following information: Organization’s Name and Physical Materials Purchasing and Related Vendor Services.

The proposal must be received no later than 4:00 P.M. on May 4, 2017:

King County Library System
Attn: Samantha Everett, Vendor Relations Manager  
960 Newport Way NW  
Issaquah, WA  98027

Proposals received by KCLS after 4pm (Pacific Time), May 4, 2017, will not be considered. Late proposals will be destroyed. Proposals received before the due date will be held in a secured area until the time of opening.

Proposals must be signed by a corporate official, owner or a person who has been authorized to make such a commitment.

KCLS does not conduct a public opening of proposals, nor are evaluation “progress reports” available. Notification of award will be sent to all bidders.

The Proposal should clearly state the total length of time during which the services, and any related prices presented in the proposal are valid and reliable. It is required that this time period be no less than one hundred twenty (120) days from the date the proposals are due.

Organizations shall respond to each and every requirement contained in the “Proposal Requirements” section of this RFP. Responses must be in the same order in which the points appear in the RFP. The proposal must be clear, unambiguous, and capable of being understood without reference to other documentation. Failure to address a particular requirement shall be presumed to mean that the function or requirement is unavailable.

Vendors are advised that the submission of multiple proposals, or alternative approaches to specific sections of the requirements will be considered non-compliant and those proposals will be disqualified. We are relying on the vendor as the expert to identify in its proposal the approach which is believed to be the most effective to produce the required systems and services.

No substitutions will be accepted on any of the components unless the vendor can provide proof that the substituted equipment meets or exceeds the specifications, reliability, warranty and pricing of the equipment specified by the King County Library System.

Failure to comply with the requirements of this RFP may result in disqualification.

The organization must clearly state that the proposal submitted presents a true offer of services and/or materials. It must be clearly stated that the proposal is not a result of any direct or indirect coordination or collusion with other firms submitting a proposal in response to this RFP.

Vendors may bid on any portion of the materials and services described and need not provide all materials categories and services described to be considered.
An organization may withdraw or modify its proposal in writing by delivery service, certified U.S. Mail, or by hand delivery at any time prior to the RFP deadline for submission.

**SECTION FIVE – REQUESTS FOR CLARIFICATION**

Questions and requests for clarification concerning this RFP shall be submitted by email no later than **4:00 P.M. PST Monday April 3, 2017** to Samantha Everett, severett@kcls.org.

The words “**Physical Materials Purchasing and Related Vendor Services**” shall appear in the subject line. Inquiries shall state the page and the applicable RFP section or paragraph to which the question(s) pertain. Faxed requests for clarification will not be accepted. Confirming receipt of questions is the responsibility of the submitting organization.

The organization shall be responsible for requesting clarification concerning the RFP to allow the organization to respond specifically, thoroughly, and clearly to every specification, requirement, or question presented in the RFP. KCLS shall in no way be responsible for any errors or ambiguities in the RFP. A failure of KCLS to respond to any request for clarification shall not be considered by any organization that KCLS agrees or disagrees with any statement, which may be contained in the request for clarification.

All clarifications to the RFP will be distributed by email to all organizations that have provided contact information for this purpose. The source of an inquiry occasioning a clarification shall not be given.

Any information provided after distribution of the RFP is for clarification only and not binding on KCLS.

**SECTION SIX – EVALUATION**

KCLS intends to select proposals that are most advantageous to itself. The responses to this RFP will be evaluated by a Selection Committee to be established for such purpose.

**Overview of Evaluation Process**

The evaluation process will include a review of all proposals and is designed to award Optional Use Contracts to the Vendor(s) with the best combination of attributes based upon the evaluation criteria.

**Evaluation Criteria:**

KCLS evaluation criteria include:

1. Quoted costs and discounts.
2. Responsiveness to the scope of services outlined in this RFP (ability to provide services requested by KCLS).
(3) Qualifications of the vendor, including experience and qualifications of relevant staff.
(4) Quality of references.

**Evaluation Committee:**

Evaluation of the submitted proposals will be performed by a committee formed from KCLS staff. This committee will include representatives from: Collection Management Services including representatives from the sub-departments of Selection, Order, Processing, and Vendor Relations.

KCLS reserves the right to reject any and all proposals for any reason.

KCLS reserves the right to accept other than the lowest priced proposal and to negotiate with any organization when the best interests of the Library are served by so doing.

KCLS may invite one or more representatives from any organization to meet or talk with KCLS representatives for the purpose of clarification of the vendor’s proposal.

KCLS may at its sole discretion waive any irregularity or informality in a proposal submitted by any organization.

**SECTION SEVEN – SCHEDULE**

KCLS has set the following tentative schedule for the selection process:

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/1/2017</td>
<td>RFP Issued</td>
</tr>
<tr>
<td>4/3/2017 by 4:00 P.M.</td>
<td>Deadline for receipt of written requests for clarification</td>
</tr>
<tr>
<td>4/17/2017</td>
<td>Responses to written requests for clarification</td>
</tr>
<tr>
<td>05/04/2017 at 4:00 P.M.</td>
<td>Deadline for receipt of proposals</td>
</tr>
<tr>
<td>05/04/2017</td>
<td>Opening of proposals</td>
</tr>
<tr>
<td>05/05/2017</td>
<td>Evaluation of proposals begins</td>
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</tbody>
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**SECTION EIGHT – SPECIAL CONDITIONS**

**Organization Responsibility**

1. Any organization submitting a response agrees to all the rules and conditions required in this RFP. All materials submitted in response to the RFP shall become the property of KCLS. The organization’s proposal and the RFP shall become part of any contract that is negotiated with the successful organization unless modified in writing by the contract.

2. The successful organization shall be required to assume responsibility for delivery of goods and/or services as defined in the contract.
3. The organization shall be required to demonstrate that there is in effect all licenses, permits and authorizations to provide all products and services it proposes.

4. It is the organization’s responsibility to ensure that the RFP is not defective and does not inadvertently restrict competition. Protests to the RFP must be in writing and be made prior to the due date to permit time for revisions to be issued.

5. The cost for developing proposals in response to this RFP is entirely the obligation of the organization and shall not be charged to KCLS in any manner.

Alternate Organization Selection. If KCLS fails to negotiate a contract with the organization of first choice, KCLS shall reserve the right to enter into new contract negotiations with an alternate organization(s).

Payment Schedule. KCLS payments, subject to negotiations, shall be made to the organization not more than forty-five (45) days after KCLS receives the organization’s invoice for goods/services received as specified in the contract between KCLS and the organization selected.

Wages. The organization shall be required to pay any wages or salary required by the laws or regulations of any government entity having jurisdiction.

News Release. Mention of KCLS, staff, or programs in advertising, customer lists, photographs, or articles in the professional literature pertaining to an award resulting from proposals made in response to this RFP shall not be made by any organization without prior written approval from the KCLS administration.

Written Contract. KCLS and the selected organization shall negotiate a contract and nothing shall be binding on either party until the contract is in writing and signed by both parties, except organization is obligated to keep its proposal in effect for period specified in this RFP.

SECTION NINE – PROTESTS TO AWARD

Protests concerning the award of this RFP shall be submitted in by email to purchasing@kcls.org or in writing to:

King County Library System
Attn: Director of Finance
Protest to Award of Physical Materials Purchasing and Related Vendor Services
960 Newport Way NW
Issaquah, WA 98027

Organizations should clearly state the grounds for their protest and the requested action.
Deadline. Letters of protest must be received by KCLS no more than one week after RFP award has been announced.

Response to Protest. Written response to protest letters will be composed jointly by the Selection Committee and the Director of Finance. Responses will be available within approximately two weeks of receipt of protest. Written responses are mailed via certified mail to the protesting organization.