

**REQUEST FOR QUALIFICATIONS FOR LIBRARY  
MATERIALS VENDOR**

**Released: November 2, 2012  
Closes: November 16, 2012**

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## **REQUEST FOR QUALIFICATIONS Library Materials Vendor**

### **I. INTRODUCTION AND GENERAL INSTRUCTIONS**

- A. The North Olympic Library System announces this *Request for Qualifications (RFQ)* for library materials vendors.
- B. All qualified firms interested in providing these services to the Library are invited to respond to this Request for Qualifications.
- C. The Library reserves the right, without penalty, to add, remove, modify or otherwise update this RFQ, in any way the Library sees fit, provided that such modifications shall be submitted with due notice prior to the deadline for submission.
- D. This invitation does not commit the Library to pay any costs incurred in the preparation of proposals nor commit the Library to select any proposer that responds.
- E. The Library reserves the right to waive any irregularities or informalities in procedure, and to reject any or all proposals without penalty. Any and all submissions may be rejected for any cause. Further, the Library reserves the right to cancel this project with or without reason.
- F. Vendors shall comply with all management and administrative requirements established by the Washington Administrative Code (WAC), and the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to vendors licensed in the State of Washington.

### **2. HOW TO RESPOND TO THIS RFQ**

- A. **Questions about this RFQ.** All questions should be directed to Susan Price, Technical Service Assistant III, at 360-417-8508, or [sprice@nols.org](mailto:sprice@nols.org). Questions must be submitted no later than November 9, 2012.
- B. **Proposal submission.** To be considered for selection, proposers must submit a complete response to the RFQ as defined in this section. Please avoid or limit bindings, glossy covers and other superfluous additions. Proposals must be received at the North Olympic Library System's Technical Services Department, 2210 South Peabody Street, Port Angeles, WA 98362 on or before 4:00pm Pacific Standard Time on November 16, 2012. Confirmation of receipt of email submissions are the responsibility of the vendor.
- C. Vendors that can demonstrate the ability to deliver the proposed services and can provide three references are asked to submit a proposal or detailed price quotation for complete service that includes the following:
- I. Provide a detailed price quotation for library materials, for both regular and standing orders, including the discount rate and any level of purchases required to achieve the discount rate. Indicate any additional charges such as shipping and handling and sales tax. Include differences in price, if any, between shipments

from primary vs. secondary warehouses. Provide explanation of company's billing cycles and policies.

2. The Library prefers a three-year contract although is open to alternatives. Prospective Vendors should be specific in their suggested alternatives to a three-year contract.

### 3. **TIMELINE**

The Library seeks to confirm its costs for the fiscal year with a three year contract period beginning December 1, 2012. This RFQ may result in multiple contract awards based on type of material, format, or other considerations.

### 4. **PAYMENT**

The Vendor is asked to invoice the Library upon receipt of each shipment. The Library will submit payment within 30 days from date invoice received.

### 5. **SCOPE OF CONTRACT**

- A. Background: The North Olympic Library System is a public library system providing services, programs and materials to the public at four branch libraries. The system consists of the main Library in Port Angeles and branches in Clallam Bay, Forks and Sequim, as well as outreach services for people who cannot travel to the Library and an array of web-based services at [www.nols.org](http://www.nols.org). The Library offers a collection of more than 260,000 books, DVDs, digital audio books, e-books and other materials, and circulates over one million books and other materials per year. The Library also offers Wi-Fi access, public computers, a wide array of programs and events for children, teens, adults and families, and much more.
- B. The primary goal of this Request for Qualifications is to establish purchase agreements for library materials for the North Olympic Library System (NOLS) and associated services that will streamline and improve the efficiency of NOLS' ordering and record-keeping processes. Such associated services include access to ordering systems, electronic ordering and invoicing and preprocessing of materials.
- C. Type of Library Materials offered – The majority of materials ordered by NOLS consists of general interest materials that are appropriate for public library collections. A variety of bindings should be available such as board books, paperbacks, readalong books with CDs, etc. Types of material include:
  - a. Adult print fiction and nonfiction
  - b. Teen print fiction and nonfiction
  - c. Children's print fiction and nonfiction
  - d. Standing orders for print titles and series – all age levels
  - e. Unabridged audio book titles on CD and Playaway – all age levels
  - f. Documentary and "nonfiction" DVDs – all age levels
  - g. Entertainment DVDs – all age levels

## **6. PROPOSAL CONTENT**

Proposals should be brief, concise and responsive to the specific requests in this section.

- A. Include a brief discussion of your company's reputation and examples of successful provision of similar services to other clients.
- B. Responders should fill out **Appendix A – BIDDER RESPONSE FORM** and fully address all items indicated.
- C. Provide the names and contact information for at least three clients receiving services similar to those requested in this RFQ.

## **7. SELECTION CRITERIA AND PROCESS**

Proposals will be evaluated by a committee consisting of the Library Director, Technical Services Manager, and Technical Services Assistant III. Proposals will be evaluated on the following basis:

- A. Discounts - 40 points
- B. Online ordering system - 20 points
- C. Size of inventory – 15 points
- D. Length of standard order service period – 10 points
- E. Experience/References - 10 points
- F. Conformity of proposal to RFQ - 5 points

-and any other factors deemed relevant and in the best interests of the Library.

Final selections will be based on the evaluation of proposals, and vendors may be requested to provide additional information after submitting proposals and prior to selection.

The Proposal(s) with the highest number of assigned points will be selected for the Contract(s). Please express how you propose to meet the specifications in your proposal.

In the event of a tie the tie breaker will be A. Discounts; a second tie breaker will be B. Online ordering system. All vendors submitting proposals will be notified of selection decisions.

(END)

**APPENDIX A**

**BIDDER RESPONSE FORM**

Instructions to bidders: Please complete this form and return it with your proposal.

**A. Type of Library Materials offered**

For each material type, please indicate discount to be offered , for both regular and standing orders, and any minimum level of purchases required to achieve the discount rate. Describe any additional benefits, such as free shipping, and any minimum level of purchases required to receive the benefits. Include differences in price, if any, between shipments from primary vs. secondary warehouses.

Material type	Discount rate for regular purchases	Discount rate for standing orders	Minimum purchase required	Additional benefits
Adult print fiction				
Adult print nonfiction				
Teen print fiction				

Teen print nonfiction				
Children's print fiction				
Children's print nonfiction				
Unabridged audio book titles on CD and Playaway – all age levels				
Documentary and “nonfiction”DVDs – all age levels				
Entertainment DVDs – all age levels				

**B. Additional Services desired by NOLS**

Indicate which of the services below you offer as part of your standard service. If any are not part of your standard service, indicate whether they are provided at an additional charge.

- 9xx  
ordering\_\_\_\_\_
- EDI  
ordering\_\_\_\_\_
- EDI  
invoicing\_\_\_\_\_
- Preprocessing of  
materials\_\_\_\_\_

**C. Stock/Inventory**

a. How many titles do you typically have in stock? You may state a range (e.g., 10,000 – 20,000).

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b. For most titles, how many copies of titles do you typically have in stock?

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c. What is your standard order service period (from date of order to receipt by Library)?

- 5 business days
- 11– 10 business days
- 11 – 20 business days
- over 20 business days

**D. Ordering and order fulfillment** (Generally orders do not have to be complete before the first shipment is made to the Library.)

a. The Library prefers to place orders electronically. Can you accept orders:

- By Email
- By EDIFACT
- Through a website
- Other, please specify\_\_\_\_\_

b. What is your usual first-fill rate?

- 91-100%
- 76-90%
- 50-75%
- Less than 50%

**E. Customer Services**

a. Identify the name, title and qualifications of the designated customer service representative(s) and/or sales representative(s) to serve as the vendor's representatives to the Library. Please include contact information.

Name \_\_\_\_\_

Title \_\_\_\_\_

Qualifications \_\_\_\_\_

Contact information: phone \_\_\_\_\_ email \_\_\_\_\_

b. Describe your firm's policy on responding to customer phone calls or emails.

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c. Describe your procedure for handling problem resolution (for example, missing titles, wrong book shipped, etc.)

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d. Describe your return policy.

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e. Describe status reports available, and provide examples of them.

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f. Provide explanation of company's billing cycles and policies and indicate whether sales tax is included on invoice.

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