

**REQUEST FOR PROPOSALS FOR PERIODICAL  
SUBSCRIPTION SERVICES**

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**North Olympic Library System  
2210 South Peabody Street  
Port Angeles, WA 98362**





## **REQUEST FOR PROPOSALS FOR Periodical Subscription Services**

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

A. The North Olympic Library System announces this *Request for Proposals (RFP)* for the purpose of obtaining information and firm bids for provision of periodical subscription and related vendor services.

B. All qualified firms interested in providing these services to the Library are invited to respond to this Request for Proposals.

C. The Library reserves the right, without penalty, to add, remove, modify or otherwise update this RFP, 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.

G. Pursuant to RCW 42.56, all proposals submitted under this RFP shall be considered public records and, with limited exceptions, will be available for inspection and copying by the public.

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

A. **Questions about this RFP.** All questions should be directed to Cindy Turner, Technical Service Assistant II, at 360-417-8500 x 7729 [cturner@nols.org](mailto:cturner@nols.org) or Vera Glica, Technical Service Assistant II, at 360-417-8500 x 7728 [vglica@nols.org](mailto:vglica@nols.org). Questions must be submitted no later than June 3, 2014.

B. **Proposal submission.** To be considered for selection, proposers must submit a complete response to the RFP as defined in this section. 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 June 17, 2014. 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:

1. Provide a detailed price quotation for periodical subscription and related vendor services. The Library prefers a one year contract.
2. State the vendor's full company or corporate name and give the official representative(s) name, address, telephone number, fax number and email address as well as the vendor's office location responsible for performance under a contract with NOLS. Also include the URL for the vendor's web site.
3. 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.
4. Proposals must be signed by a corporate official, owner or a person who has been authorized to make such a commitment.
5. 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.

### 3. **TIMELINE**

The Library seeks to confirm its costs for the fiscal year with a one year contract period beginning January 1, 2015.

<b>05/20/2014</b>	<b>RFP Issued</b>
<b>06/03/2014</b>	<b>Deadline for receipt of written requests for clarification</b>
<b>06/09/2014</b>	<b>Responses to written requests for clarification</b>
<b>06/17/2014</b>	<b>Deadline for receipt of proposals</b>
<b>06/19/2014</b>	<b>Evaluation of proposals begins</b>
<b>07/03/2014</b>	<b>Evaluation process ends</b>

### 4. **PAYMENT**

The Vendor is asked to invoice the Library on a yearly basis.

### 5. **ABOUT NOLS**

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 900,000 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.

### 6. **ABOUT NOLS SERIALS**

The North Olympic Library System currently carries 392 print periodical subscriptions.

Subscription terms are for one year. It is required that the common expiration date for the majority of the subscriptions be December 31<sup>st</sup> and the common start date begin January 1<sup>st</sup>. NOLS receives and processes the bulk of its magazine and journal issues at its Service Center in Port Angeles, WA. Newsletters and newspapers are mailed by publishers directly to branch locations. Claiming is processed centrally from the Port Angeles Service Center.

## **7. SCOPE OF CONTRACT**

The primary goal of this Request for Proposals is to establish purchase agreements for periodical subscription services for the North Olympic Library System. NOLS is seeking a vendor to provide cost effective and timely delivery and maintenance of periodical subscriptions as well as other related vendor services including: online renewal of expiring subscriptions, placement of new orders, online claiming and missing copy replacement service.

The North Olympic Library System currently uses the Polaris integrated library system. MARC records for periodical titles are included and maintained in the NOLS online catalog. Individual magazine and journal issues are circulated to the public and holds (reserves) can be placed on specific issues in the catalog.

## **8. 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. Provide the names and contact information for at least three clients receiving services similar to those requested in this RFP.

## **9. VENDOR SERVICE INFORMATION**

Please note any fees that would be charged by the Vendor for any of the services described below. If a service that is described is not one that can be provided by your company please mark as "NA" (not applicable)

### **A. Ordering**

1. Ordering: The majority of new subscription orders are placed by NOLS in conjunction with annual subscription renewals beginning January 1<sup>st</sup> and ending December 31<sup>st</sup>. Please describe your process for placing new subscription orders with publishers and the average lead time for new subscriptions to begin.
2. Occasionally, NOLS will need to place orders for new subscriptions during the subscription year. How does your company accommodate "mid-year" subscription requests and can these subscriptions be pro-rated to expire with the library's set common expiration date of December 31<sup>st</sup>?
3. NOLS carries many multiple copy subscriptions which are delivered to our Service Center address. How does your company communicate about and help insure accurate fulfillment of bulk copy orders and deliveries for multiple copy subscriptions sent to a central location?
4. Describe how your company facilitates electronic ordering of new subscriptions.

### **B. Claiming**

1. NOLS prefers to use electronic claims. Describe how your online system facilitates electronic claims.
  2. Does your company offer missing copy replacement service?
  3. Describe how urgent claims can be expedited. For example, is it possible to speak directly to a customer service representative to handle a claim outside of the regular claims processing procedure?
  4. Describe the claim process to publishers, follow-up, average turn-around times, and provide samples of any claim forms that would be used.
- C. Invoicing
1. An itemized summary invoice providing a grand total for all locations combined is to be supplied. NOLS uses multiple funds when ordering periodicals. Does your company offer the ability to use different fund codes, and then indicate the fund on statements and invoices?
  2. What are your company's payment terms? Is there a discount for early or pre-payments?
- D. Cancellations and Credits
1. How does your company notify customers about title changes or ceased titles?
  2. Describe your company's policy for cancellations and issuing of credit. How does your company provide credit for canceled or ceased titles?
- E. Customer Service
1. Describe your company's customer support service and which staff would provide service for NOLS accounts. Include hours of customer service (for the Pacific Time Zone) and what methods are available (e.g. email, toll-free, fax, etc.) to reach customer service staff.
  2. What are your typical response times to customer queries?
  3. Does your company typically assign a dedicated customer service representative to handle a particular library's account?
  4. Does your company maintain an online database of periodical titles and provide access to library customers?
  5. What reports can your company provide on a regular schedule or on demand? Can your company provide access to a report that includes information such as title, ISSN, frequency, subscription length, start and end dates, and number of subscriptions?
  6. Can your company provide projections for future year renewal cost and estimated price increases for the coming year?

**10. RENEWAL LIST PRICE QUOTE, DISCOUNTS AND TERMS**

For the purpose of this bid, renewals for 2015 are listed in Appendix A.

The renewal list includes the following information:

1. Title
2. ISSN Number
3. Current number of copies of subscriptions up for renewal in 2015.

The price quote on our renewal list should be for January 1-December 31 (one full year) giving one total with an “each” price by the title. The percentage discount should be clearly noted for the entire list. All other charges, in addition to the subscription costs, must be listed separately; i.e. service charge, delivery or shipping and handling charge, sales tax and any other charges (please specify). Please note clearly which, if any, titles your agency would not be able to provide subscriptions to for NOLS.

## **II. SELECTION CRITERIA AND PROCESS**

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

- A. Quoted costs and discounts.
- B. Responsiveness to the scope of services outlined in this RFP (ability to provide services requested by NOLS).
- C. Qualifications of the vendor, including experience and qualifications of relevant staff
- D. Quality of references.

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.

**APPENDIX A**  
**Renewal List 2015**

<b>Title Name</b>	<b>ISSN</b>	<b>Quantity</b>
Adventure Cyclist		1
Alaska Magazine	0002-4562	2
American Girl	1062-7812	3
American History	1076-8866	1
American Patchwork & Quilting	1066-758X	2
American Philatelist	0003-0473	1
Antique Trader Weekly	0161-8342	1
Appleseeds	1099-7725	1
Archaeology	0003-8113	2
Architectural Digest	0003-8520	1
Arizona Highways	0004-1521	1
Arthritis Today	0890-1120	1
Ask	1535-4105	1
Astronomy	0091-6358	2
Atlantic Monthly	1072-7825	1
AudioFile Plus	1063-0244	1
Backpacker	0277-867X	3
Backwoods Home Magazine	1050-9712	1
Bark	1535-1734	1
Barrons	1077-8039	2
Bead & Button	1072-4931	1
Beadwork	1528-5634	1
Bee Culture	1071-3190	2
Better Homes and Gardens	0006-0151	3
Better Homes and Gardens Wood	0743-894X	1
Bicycling	0006-2073	1
Birds & Blooms	1084-5305	1
Birdwatching	2158-3838	1

Bloomberg Businessweek	0007-7135	1
Bon Appetit	0006-6990	1
Booklist	0006-7385	1
Bookmarks	1546-0657	2
Boys Life	0006-8608	1
Canoe & Kayak Magazine	1077-3258	1
Car and Driver	0008-6002	1
Cat Fancy	0892-6514	1
Charity Rating Guide & Watchdog Report	1095-9386	1
Chopchop	2169-0987	1
Christian Century	0009-5281	1
Christian Science Monitor Weekly - Domestic ed	0882-7729	2
Christianity Today	0009-5753	1
Cicada	1097-4008	1
Coin World	0010-0447	1
Computers in Libraries	1041-7915	1
Conde Nast Traveler	0893-9683	1
Consumer Reports	0010-7174	6
Consumer Reports Buying Guide	1555-2357	6
Consumer Reports Money Adviser	1547-4534	1
Consumer Reports on Health	1058-0832	1
Cooking Light	0886-4446	3
Cooks Illustrated	1068-2821	2
Cosmopolitan	0010-9541	1
Country Living	0732-2569	2
Country Woman	0892-8525	1
Countryside & Small Stock Journal	8750-7595	2
Creative Knitting	1551-6512	1
Current History	0011-3530	1
Cycle World	0011-4286	1
Dance Magazine	0011-6009	1
Dirt Bike	0364-1546	1



Discover	0274-7529	2
Dwell Magazine	1530-5309	1
Eastmans Hunting Journal	1524-3168	1
Economist	0013-0613	2
Entertainment Weekly	1049-0434	1
Entrepreneur	0163-3341	1
Family Circle	0014-7206	2
Family Handyman	0014-7230	2
Family Tree Magazine	1529-0298	1
Familyfun	1056-6333	1
Film Comment	0015-119X	1
Fine Cooking	1072-5121	1
Fine Gardening	0896-6281	3
Fine Homebuilding	1096-360X	3
Fine Woodworking	0361-3453	3
Fly Fisherman	0015-4741	1
Flying	0015-4806	1
Forbes	0015-6914	1
Glamour	0017-0747	1
Gluten-Free Living	1545-3146	1
Good Housekeeping	0017-209X	1
Guitar World	1045-6295	1
Guns Magazine	1044-6257	2
Harpers Magazine	0017-789X	2
Health	1059-938X	2
High Country News	0191-5657	1
Home Power	1050-2416	2
Horn Book Magazine	0018-5078	3
Horticulture - Magazine of American Gardening	0018-5329	2
Hot Rod	0018-6031	1
House Beautiful	0018-6422	3
Interweave Knits	1088-3622	1

Investors Business Daily	1061-2890	2
Journal of Light Construction	1056-828X	1
Justine Magazine	1548-8241	1
Kids Discover	1054-2868	2
Kiplingers Personal Finance	1528-9729	2
Ladies Home Journal	0023-7124	2
Ladybug	1051-4961	1
Library Journal - incl - Bookverdict	0363-0277	1
Living Without	1941-2770	1
Loggers World	0047-4983	1
MacLeans Magazine	0024-9262	1
Macworld - the Macintosh Magazine	0741-8647	1
MAD	0024-9319	2
Make : Technology on Your Time	1556-2336	1
Martha Stewart Living	1057-5251	2
Maryjanesfarm	1547-7592	1
McCalls Quilting	1072-8295	1
Military History	0889-7328	1
Model Railroader	0026-7341	3
Money	0149-4953	3
Mother Earth Living	2169-0677	2
Mother Earth News	0027-1535	4
Mother Jones	0362-8841	1
Motor Trend	0027-2094	1
Motorhome	0744-074X	1
Ms	0047-8318	1
NADA Official Older Used Car Guide		1
NADA Official Used Car Guide	0027-5794	1
NADA Recreation Vehicle Appraisal Guide	0092-4601	1
Nation - NY - without Index	0027-8378	1
National Geographic	0027-9358	3
National Geographic Kids	1542-3042	1

National Geographic Traveler	0747-0932	2
National Parks : the Mag. of National Parks & Conservation Assoc.	0276-8186	1
National Review	0028-0038	1
Natural Health	1067-9588	1
Natural History	0028-0712	1
New Moon Girls	1943-488X	1
New Republic	0028-6583	1
New Scientist - UK ed	0262-4079	1
New York Times - National & Northeast Edition	0362-4331	2
New Yorker	0028-792X	3
Northwest Travel	1059-9681	1
Nuts & Volts	1065-2035	1
O : the Oprah Magazine	1531-3247	3
Old Cars Price Guide	0194-6404	1
Olympian	0746-7575	1
Organic Gardening	1536-108X	4
Orion	1058-3130	1
Out/The Advocate	1062-7928	1
Pacific Horticulture	0163-7843	1
People	0093-7673	4
People en Espanol	1096-5750	1
Permaculture Activist	0897-7348	1
Petersens 4 Wheel & Off Road	0162-3214	2
Piecework	1067-2249	1
Poetry	0032-2032	1
Poetry Northwest	0032-2113	1
Popular Mechanics - English ed	0032-4558	3
Popular Photography	1944-0510	3
Popular Science	0161-7370	3
Prevention - PA	0032-8006	3
Psychology Today	0033-3107	1

Publishers Weekly	0000-0019	1
Puget Sound Business Journal	8750-7757	1
Quilters Newsletter Magazine	0274-712X	1
Ranger Rick Jr.	2169-2750	1
Readers Digest - Large Print for Easier Reading	1094-5857	1
Readers Digest - US ed	0034-0375	2
Real Simple	1528-1701	1
Redbook	0034-2106	2
Reminisce Magazine - WI	1057-2368	1
Road and Track	0035-7189	2
Rolling Stone	0035-791X	1
Runners World - US	0897-1706	1
Sail	0036-2700	1
School Library Journal	0362-8930	3
Science /Regular mail /For Institutions	0036-8075	1
Science News	0036-8423	2
Scientific American	0036-8733	2
Seattle	1081-4469	2
Seattle Times	0745-9696	4
Seattle Weekly	0898-0845	1
Self	0149-0699	1
Seventeen	0037-301X	1
Simple and Delicious	1931-6232	1
Smithsonian	0037-7333	3
Spider	1070-2911	1
Spirituality & Health	1520-5444	1
Sports Illustrated	0038-822X	2
Sunset	0039-5404	3
Surfing	0194-9314	1
Taproot	2333-6293	1
The Sun - Chapel Hill NC	0744-9666	1
The Week - US ed.	1533-8304	1

This Old House	1086-2633	1
Threads	0882-7370	2
Timber West	0192-0642	1
Time - Domestic ed	0040-781X	4
Times Colonist	0839-427X	1
Traditional Home	0883-4660	1
Trailer Life	0041-0780	2
Trains	0041-0934	1
Transworld Skateboarding	0748-7401	3
Treasures	0162-1033	1
Tricycle : the Buddhist review	1055-484X	1
True West	0041-3615	1
Twist - US	1094-4257	1
Us Weekly	1529-7497	1
USA Today : the Nations Newspaper	0734-7456	1
USA Today : the Nations Newspaper	0734-7456	1
Utne Reader	1544-2225	1
Value Line Investment Survey - US ed	0042-2401	1
Value Line Investment Survey - US ed	0042-2401	1
Value Line Invest. Survey - US - Small & Mid Cap ed	0042-2401	1
Vanity Fair - American ed	0733-8899	2
Vegetarian Times	0164-8497	1
Videomaker	0889-4973	1
Vogue	0042-8000	2
Vogue Knitting International	0890-9237	1
Voice of Youth Advocates	0160-4201	1
Wall Street Journal	0099-9660	3
Washington Oregon Game & Fish	1056-0106	1
Washington Trails	1534-6366	2
Wired	1059-1028	1
Womans Day	0043-7336	2
Woodenboat	0095-067X	1

Writer	0043-9517	
Writers Digest	0043-9525	
Yes /Journal of Positive Futures	1089-6651	
Yoga Journal	0191-0965	
Zoobooks	0737-9005	