

# **REQUEST FOR QUALIFICATIONS FOR LIBRARY MATERIALS VENDOR**

**Released: January 12, 2026  
Closes: February 6, 2026**

**North Olympic Library System  
2210 South Peabody Street  
Port Angeles, WA 98362  
Contact: Wendy Oak, Technical Services Lead  
360-417-8500, ext. 7728 • [woak@nols.org](mailto:woak@nols.org)**



## I. INTRODUCTION AND GENERAL INSTRUCTIONS

- A. The North Olympic Library System (NOLS) 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 Wendy Oak, Technical Services Lead, at 360-417-8500, ext. 7728 or [woak@nols.org](mailto:woak@nols.org). Questions must be submitted no later than January 30, 2026.
- B. **Proposal submission.** To be considered for selection, proposers must submit a complete response to the RFQ as defined in this section. Qualifications can be submitted by mail or email. If submitting in physical format, 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 or email [woak@nols.org](mailto:woak@nols.org) on or before 4:00pm Pacific Standard Time on February 6, 2026. 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:
  - a. 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 fees and/or sales tax. Include differences in price, if any, between shipments from primary vs. secondary warehouses. Provide explanation of company's billing cycles, policies, and terms.

- b. 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 an initial three-year contract period beginning March 1, 2026 and ending February 28, 2029. The Library has the option to renew this contract with the successful Bidder for one year up to two (2) times through February 2031. 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 is 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 physical locations and smaller satellites in the county. The system consists of the Main Library in Port Angeles and branches in Clallam Bay, Forks and Sequim, as well as outreach services for those who cannot travel to the library, a Bookmobile, and an array of web-based services at [www.nols.org](http://www.nols.org). The Library offers a collection of more than 200,000 books, DVDs, digital audio books, e-books and other materials.
- B. The primary goal of this Request for Qualifications is to establish purchase agreements for library materials 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, electronic 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 – all age levels
  - f. 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 Technical Services Manager and Technical Services Lead. Proposals will be evaluated on the following basis:

- A. Discounts - 40 points
- B. Online ordering system (including cost to NOLS and ease of use) - 25 points
- C. Length of standard order service period – 10 points
- D. Size of inventory– 10 points
- E. Formats offered – 10 points
- F. Experience/References - 3 points
- G. Conformity of proposal to RFQ - 2 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. Ease of use of online ordering system.

All vendors submitting proposals will be notified of contract selection by February 20.

(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, or other anticipated factors that would influence price differentials

Material Type	Format offered? Yes/No	Discount rate for regular purchases	Discount rate for standing orders	Minimum purchase required	Additional benefits
Adult Print Fiction/Nonfiction					
Teen Print Fiction/Nonfiction					
Children's Print Fiction/Nonfiction					
Unabridged Audio Book Titles on CD – All Age Levels					
Documentary and “nonfiction”DVDs – All Age Levels					
Entertainment DVDs – All Age Levels					

## **B. Services**

Indicate which of the services below are offered as part of the standard service. If any are not part of the standard service, indicate whether they can be provided, and any additional associated charges.

- ☐ 9xx ordering
- ☐ EDI ordering
- ☐ EDI invoicing
- ☐ Preprocessing of materials, specifically
  - ☐ Mylar covers  
Indicate charge: \_\_\_\_\_
  - ☐ Paperback applied covers  
Indicate charge: \_\_\_\_\_

## **C. Online Ordering System**

- Cost to NOLS for interface.  
Indicate annual charge: \_\_\_\_\_
- Describe user interface and ease of use.
- Describe any upcoming enhancements to ordering platform.

## **D. Stock/Inventory**

- a. How many titles do you typically have in stock? You may state a range (e.g., 10,000 – 20,000).
- b. For most titles, how many copies of titles do you typically have in stock?
- c. What is your standard order service period (from date of order to receipt by Library)? Please indicate how service period may be impacted by any preprocessing add-ons or other factors.
  - ☐ 5 business days
  - ☐ 6 - 10 business days
  - ☐ 11 - 20 business days

☐ over 20 business days

- d. Describe warehouse situation – if not in stock at primary warehouse, will items be backordered even if available at secondary warehouse? How will shipping time be impacted if items are not in stock at primary warehouse at time of ordering?

#### **E. 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%

#### **F. 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, emails, or online troubleshooting submissions. What are the hours of operation for live support?
- c. Describe process for reporting and resolving processing errors by Vendor, if processing is provided.
- d. Describe your procedure for handling problem resolution (for example, missing titles, wrong book shipped, no charge replacements for defective or damaged items).
- e. Describe your return policy, including how you address issues with product that is shipped out with defects (shoddy bindings, missing pages, etc.), whether returns need prior authorization, whether the replacements are checked for same issue before shipping, and which party is responsible for shipping costs related to faulty materials.
- f. Describe status reports available, if customizations are possible, and provide examples of reports. Include information about report frequency.
- g. Provide explanation of company's billing cycles and policies and indicate whether sales tax is included on invoice.



**REQUEST FOR PROPOSAL FOR  
Library Materials Vendor**

**NORTH OLYMPIC LIBRARY SYSTEM**

**NON-COLLUSION DECLARATION**

I, \_\_\_\_\_ (name), as \_\_\_\_\_ (title)  
of the party making the foregoing proposal, hereby declare under penalty of perjury that such  
proposal is genuine and not collusive or sham; that said Proposer/Bidder has not colluded,  
conspired, connived or agreed, directly or indirectly, with any Proposer/Bidder or person, to  
put in a sham proposal or to refrain from proposing, and has not in any manner, directly or  
indirectly, sought by agreement or collusion, or communication or conference, with any person  
to fix the proposal price of affiant or of any other Proposer/Bidder, or to fix any overhead,  
profit or cost element of said price, or of that of any other Proposer/Bidder, or to secure an  
advantage against the North Olympic Library System or any person interested in the proposed  
contract; and that all statements in said proposal or bid are true.

Sworn this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_, at  
\_\_\_\_\_ (city/county and state).

\_\_\_\_\_  
Signature

REQUEST FOR QUALIFICATIONS  
FOR

**Library Materials Vendor**

**LEGAL STATUS OF BIDDER**

The Proposer/Bidder declares the following legal status:  
(Complete one)

A Corporation organized and existing under the laws of the State of \_\_\_\_\_

A Partnership consisting of the following partners: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

An individual doing business as: \_\_\_\_\_

**AUTHORIZED SIGNATURE OF PROPOSER/BIDDER**

Firm Name: \_\_\_\_\_

Signed By: \_\_\_\_\_

Title: \_\_\_\_\_

Business Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_