

**REQUEST FOR PROPOSALS (RFP) FOR
LIBRARY HOLDS PICK-UP LOCKERS**

Released: June 16, 2026

Closes: July 14, 2026

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

**Contact: Erin Shield, Technical Services Manager
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I. INTRODUCTION AND GENERAL INSTRUCTIONS

- a. The North Olympic Library System (NOLS) announces this Request for Proposals (RFP) for library hold pick-up lockers. Vendors that can demonstrate the ability to deliver the proposed services and can provide three references are asked to submit a proposal for a complete holds pick-up locker system as described in this document.
- b. Proposals should be concise and responsive to the specific requests in this request.
- c. NOLS reserves the right, without penalty, to add, remove, modify or otherwise update this RFP, in any way NOLS sees fit, provided that such modifications shall be submitted with due notice prior to the deadline for submission.
- d. This invitation does not commit NOLS to pay any costs incurred in the preparation of proposals nor does it commit NOLS to select any proposer that responds.
- e. NOLS 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, NOLS 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 providers licensed in the State of Washington.

2. BACKGROUND

- a. NOLS is a junior tax district serving all of Clallam County, Washington. NOLS is primarily funded through property taxes. The Library also receives funding from fees, investments, and miscellaneous charges. It is governed by a five-member Board of Trustees. Trustees are appointed at large by the Clallam County Commissioners for five-year terms. NOLS consists of the main library in Port Angeles and branches in Clallam Bay, Forks, and Sequim, as well as outreach services for patrons who cannot travel to the library, and an array of online services. NOLS launched a Bookmobile service in late 2023. The NOLS collection includes about 200,000 items ranging from books and DVDs, to eBooks and streaming music, to telescopes and community passes. The Library also offers Wi-Fi access, public computers, a full calendar of programs for all ages, community meeting rooms, and more.
- b. NOLS will add library holds pick-up lockers at each location within the system:
 - Port Angeles Main Library: 2210 S. Peabody St., Port Angeles, WA 98362
 - Clallam Bay Branch: 16990 Highway 112, Clallam Bay, WA 98326
 - Forks Branch: 171 South Forks Avenue, Forks, WA 98331
 - Sequim Branch: 630 N. Sequim Ave., Sequim, WA 98382
- c. Two larger units for the Port Angeles Main Library and Sequim Branch Library

should have a minimum of 40 locker slots each; two smaller units for the Clallam Bay Branch Library and Forks Branch Library should have a minimum of 15 locker slots each. The units must accommodate small, medium, and large materials.

- d. 131,651 holds were placed by NOLS' patrons in 2025 broken out by branch - Sequim: 63,489; Port Angeles: 51,049; Forks: 7,085; Outreach: 7,025; Clallam Bay: 2,646; Bookmobile: 357
- e. NOLS uses Polaris by Clarivate as its integrated library system (ILS), Aspen for its discovery layer as a patron interface, and Springshare's Patron Point for email notifications. Staff will interact with hold lockers through the Polaris Leap interface and patrons will place hold requests for materials via the Aspen catalog to pickup at the patron's preferred location. Holds locker locations should integrate between all systems for full accessibility. NOLS does not utilize RFID.

3. SCOPE OF WORK

The purpose and intent of this RFP is to establish a contract for the Library to acquire four (4) outdoor hold pick-up locker units – one at each branch in the system.

- a. The Vendor may be required to install units and furnish all equipment, tools, machinery, transportation, and other implements necessary to fulfill the provisions of this purchase. This includes but is not limited to all procurement and required specifications included within.
- b. Include a discussion of your company's reputation and examples of successful provision of similar services to other clients.
- c. Provide the names and contact information for at least three clients primarily using Polaris as their ILS.
- d. Indicate timeline from order being placed to completed installation.
- e. Vendor shall provide suitable training for Library staff to operate the units. Indicate separate timeline, if necessary, regarding staff training process, if not concurrent with install.
- f. Include any options for testing environments. NOLS has access to a Polaris training server and an Aspen catalog testing site.

4. PHYSICAL REQUIREMENTS

- a. Provide a mapped breakdown of the number and size of locker slots for each unit. Include dimensional sizing, weight, and other specs of entire installation at each location.
- b. Unit(s) shall be sufficiently weather resistant, including optimal operation of the patron interface screen.
- c. Locker installation will be external to the library buildings for quick 24/7 self-service access.

- d. A portion of the physical lockers shall meet ADA accessibility standards.
- e. NOLS will provide a standard electrical outlet and ethernet port or Wi-Fi connection for network connectivity.
- f. Describe if awnings, lighting, and/or security cameras are included and costs associated with each option.
- g. Describe options and pricing for customized wrapping options.
- h. Describe options for adding more units or locker banks in the future.

5. SYSTEM INTEGRATION

- a. Describe how the proposed solution will prevent patrons from retrieving holds if they have been blocked from checking out items.
- b. Describe how the proposed solution identifies and manages locker capacity to ensure locker space exists as requested material comes in.
- c. Describe if and how the proposed solution allows the library to add, modify, remove, or otherwise customize fields in the user interface.
- d. Describe how to disallow material types for items that are not appropriate to pick up via holds locker system, such as Library of Things and other materials that require staff interaction. Are there any considerations for specialty items like InterLibrary Loans?
- e. Provide a list of the types of patron information, if any, that would be required for Vendor to set up a fully functioning system.
- f. Describe how the system works for staff and patrons if internet access or power has been disrupted.
- g. The software application must utilize SIP2 or API to interface with the Polaris ILS. NOLS strongly prefers API methodology.
- h. Describe if the system support Single-Sign-On (SSO) by integrating with ILS for authentication.
- i. Describe differences in vendor-hosted or self-hosted options. Describe the infrastructure of the system including where information is stored (e.g. hosted solution, web-based SAAS, on-premise solution, etc.)
- j. Describe the type of encryption used as well as any other security features or limitations with the proposed solution.
- k. Describe how remote support and software updates will be handled.
- l. Describe how the patron interface shall meet Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA standards.

6. STAFF EXPERIENCE

- a. Describe the workflow of how staff process materials from the time they reach the branch, are checked in, assigned a locker, and placed into locker.
- b. Describe the workflow of how staff process and remove expired or cancelled holds from assigned lockers.
- c. Explain if the system provides the ability for staff to override assigned lockers. What if material is too large for assigned locker? How should staff handle reassignment of material into additional or alternate lockers?
- d. Explain if staff have the ability to open locker doors remotely and if multiple doors can be opened at the same time. Please describe process.
- e. Provide a description of all training and knowledge transfer available, including end-users and administrators. Include a description of any different delivery methods (e.g., online, in person, etc.), course materials provided, and any associated charges.
- f. Provide a description of any additional features or options for staff workflow that are not listed above.

7. PATRON EXPERIENCE

- a. Describe how the proposed solution allows a patron to request materials to be picked up via the lockers.
- b. Describe how the patron can select an ADA-accessible locker.
- c. Describe patron experience if they place a hold on item that cannot be picked up via the lockers.
- d. Describe how the proposed solution allows a patron to collect and check out the materials they have requested from lockers. Include all receipt options that are available to the patron.
- e. Describe how the patron signs into the interface to retrieve holds. Does methodology include multiple options - such as scanning a library card, scanning a barcode on their cell phone, typing a barcode, or entering a username?
- f. Describe if and how holds can be collated if the patron receives more than one request on different days, on the same day, or at multiple times during the same day.

8. DELIVERY AND STORAGE

- a. The Vendor will outline the typical arrangements for delivery, unloading, receiving, storing, and securing materials in the building during installation.
- b. Vendor holds responsibility for units delivered FOB destinations. It is likely each destination will receive units at different times.
- c. The Vendor will notify the Library 24 hours prior to a delivery of any items so that staff may be available at each site to allow access to the building.

- d. Vendor will be responsible for removal and disposal of all crating and other installation debris from the premises.

9. INSTALLATION

- a. Describe the physical requirements of the units and any space requirements. Include surface conditions, space constraints, essential data/power connections, etc.
- b. Describe a detailed project implementation plan, estimated timeline, and any other considerations of timeline when scheduling deliveries to various branches.

10. COST AND INVOICING

- a. Provide a detailed price quotation for library hold pick-up lockers. The quote should be the total costs to complete the work including a detailed listing of goods and services, total materials cost, and any additional charges such as shipping, installation, and sales tax. Include optional pricing related to customizations.
- b. Include costs of future annual support and hosting for the three years following the initial term, broken out per annum, as appropriate.
- c. Vendors will certify that the price bid for FOB destination includes only the actual freight costs at the lowest and best rate and is based on the actual weight of the goods to be shipped.
- d. Include an explanation of the Vendor's billing cycles, policies, and terms.

11. FINAL INSPECTION AND WARRANTY

- a. At the conclusion of the work, the Vendor shall demonstrate to the Library that the units are fully operational and in full compliance with the contract. The Vendor shall promptly and permanently correct any deficiencies at the Vendor's sole expense prior to final acceptance of the work.
- b. Provide a complete description of the warranty to be included and guaranteed on all materials, labor, services, and equipment against defects in material and workmanship following date of delivery. Should NOLS encounter any defect, the Vendor will be notified of such defect or non-conformance. The notification will state either (1) that the Vendor shall replace or correct all defective or non-conforming materials or equipment, or (2) the Library does not require replacement or correction, but a negotiated equitable adjustment to the contract price. If the Vendor is required to correct or replace, it shall be at no cost to NOLS and shall be subject to all provisions of this clause to the same extent as materials initially delivered. If the Vendor fails or refuses to replace or correct the deficiency, the Library may have the materials corrected or replaced with similar items and charge the costs to the Vendor.

- c. The Vendor shall provide all necessary preventive maintenance, required testing and inspection, calibration, and/or other work necessary to maintain the equipment in complete operational condition during the warranty period.
- d. The Vendor shall provide an operations and maintenance manual with a copy of all warranties.

12. CUSTOMER SERVICE

- a. Identify the name, title, and contact information of the designated customer service representative(s) and/or sales representative(s) to serve as the Vendor’s representatives for NOLS. Please include days and times representatives will be available for responding to the Library.
- b. Describe the policy on responding to customer phone calls, emails, or online troubleshooting submissions including target response times. What technical support is available? Include the channels of communication that are available (i.e., chat, email, phone, portal, etc.) and escalation strategy. What are the hours of operation for live support?
- c. Describe standard available reports, if customizations are possible, and provide examples of reports. Include information about report frequency and options for automation and delivery of reports (email, PDF, etc.)

13. TIMELINE

- a. Tentative RFP-contract timeline:

RFP issued	6-16-2026
Deadline for Vendors to submit questions (2 WEEKS LATER)	6-30-2026
Final Date for NOLS to issue responses or addenda (1 WEEK LATER)	7-7-2026
Proposals due (1 WEEK LATER)	7-14-2026
Vendor selected (2 WEEKS LATER)	7-28-2026
All vendors notified (1 WEEK LATER)	8-4-2026
Final contract drafted (2 WEEKS LATER)	8-18-2026
Contract approved by NOLS Board (9 DAYS LATER)	8-27-2026

14. HOW TO RESPOND TO THIS RFP

- a. Questions about this RFP: All questions about this RFP should be directed to Erin Shield, Technical Services Manager, at 360-417-8500, ext. 7724 or eshield@nols.org. Questions must be submitted no later than June 30, 2026.
- 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 submitted by email to eshield@nols.org on or before 4:00pm Pacific Standard Time on July 14, 2026. Confirmation of receipt of email submissions are the responsibility of the Vendor.
- c. Proprietary information/Public Disclosure: All proposals received shall remain confidential until a vendor is selected for contract award, if any, resulting from this RFP, or it is determined by NOLS that no contract will be entered into pursuant to this RFP. Pursuant to RCW42.56, all proposals submitted under this RFP shall thereafter be considered public records and, with limited exceptions, will be available for inspections and copying by the public.

15. SELECTION CRITERIA AND PROCESS

Proposals will be evaluated by a committee consisting of the Executive Director, Technical Services Manager, Library Manager, and Lead IT System Administrator. Proposals will be evaluated on the following basis:

- a. Vendor Background and Experience – 10 points
- b. Physical Requirements – 10 points
- c. System Integration – 15 points
- d. Staff Experience – 15 points
- e. Patron Experience – 15 points
- f. Delivery and Installation – 5 points
- g. Customer Service – 10 points
- h. Cost – 20 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).

All Vendors submitting proposals will be notified of contract selection by August 4, 2026.

16. TERMS AND CONDITIONS

NOLS reserves the right, without penalty, to:

- a. Add, remove, modify or otherwise update this RFP, in any way NOLS sees fit, provided that such modifications shall be made with due notice prior to submission date;
- b. Waive any irregularities or informalities in procedure, and accept any proposal or part thereof which shall be deemed to be the most favorable to NOLS;
- c. Reject any submissions for any cause;
- d. Cancel the project with or without reason;
- e. Retain all proposals submitted and to use any ideas in the proposal regardless of whether that proposal is selected;
- f. Have the option to continue with the vendors selected and/or to conduct a new selection process for future services, beyond those services advertised in this RFP.

**REQUEST FOR PROPOSAL FOR
Library hold pick-up 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 Vendor has not colluded, conspired, connived or agreed, directly or indirectly, with any Vendor 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 Vendor, or to fix any overhead, profit or cost element of said price, or of that of any other Vendor, 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/Library and state).

Signature

**REQUEST FOR PROPOSALS
FOR**

Library Holds Pick-up Locker Vendor

LEGAL STATUS OF VENDOR

The Vendor 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 VENDOR

Firm Name: _____

Signed By: _____

Title: _____

Business Address:

Date: _____