



REQUEST FOR PROPOSALS FOR

**REQUEST FOR PROPOSALS FOR PROVISION OF LIBRARY
MATERIALS, COLLECTION DEVELOPMENT, AND
MATERIALS PROCESSING SERVICES**

March 14, 2019

Proposals due by April 4 2019, 12:00 PM PST
(POSTMARKS WILL NOT BE ACCEPTED)

**City of Goleta
Request for Proposal**

INTRODUCTION

The City of Goleta is requesting proposals from qualified firms/vendors interested in providing books and/or audiovisual materials, as well as cataloging and processing services for library materials. The materials and services are needed for three libraries: Goleta Valley Library, Solvang Library, and Buellton Library.

BACKGROUND

The City of Goleta is located on the Central Coast of California just north of Santa Barbara. Incorporated in 2002, the City has the warmth and charm of a small town. Beaches and well-maintained parks and open spaces add to its attraction. Contributing to this young community's outstanding quality of life are the City's low crime rate, mild coastal climate, and desirable location.

The current population is just over 30,000. Residents enjoy several distinct neighborhoods, each with its own character. Goleta elementary and secondary schools have a reputation for high academic achievement and excellent instruction. The University of California at Santa Barbara, located to the south of the City, is a world class public university.

The City Council consists of five members elected at-large. In the past, the City Council selected one of its members to serve as Mayor and another as Mayor Pro Tempore. However, in November 2018, for the first time, the citizens voted for a directly elected Mayor who serves a two-year term; the other four Council members serve four-year terms.

The City is comprised of the following departments: Finance, Public Works, Planning and Environmental Review, Neighborhood Services and Public Safety, in addition to the offices of the City Clerk, City Attorney, and City Manager.

The Goleta Library Department provides services to patrons of the Goleta Valley Library, and will provide contracted library management services to the Cities of Solvang and Buellton starting on July 1, 2019. The Goleta Valley Library is located at 500 North Fairview Avenue and consists of 15,437 square feet of building, and 1.68 acres of adjacent parking lot and grounds. Library services are provided to patrons covering a broad geographical service area including the City of Goleta, Hope Ranch, Isla Vista, Community Services Area 3, and the Gaviota Area. The library circulates approximately 650,000 in adult, children and teen materials. Annual visits to the library in FY 2017/18 included approximately 272,500 visitors. Goleta will charge a fee to the Cities of Solvang and Buellton to operate the Solvang Library and Buellton Libraries, which are substantially smaller in size and collections than the Goleta Library. This fee enables Goleta to recover all costs associated with providing this service. The Goleta Valley Library and Solvang and Buellton Libraries are all part of the Black Gold Cooperative Library System (Black Gold).

PURPOSE OF THE REQUEST

The City of Goleta is soliciting proposals from qualified firms to submit a Request for Proposal (RFP) for the purchase books and/or audiovisual materials, as well as cataloging and processing services for library materials. Proposers may submit proposals for one or more of the four provisions described in Attachment A (Scope of Services) and Attachment B (Detailed Submittal Requirements and Cost Proposal Schedule).

Vendors submitting proposals to supply books and/or audiovisual materials (CDs, DVDs, and audiobooks) to the City should complete the charts and supplemental questions in Attachment B, Provisions A and B.

Vendors submitting proposals to provide cataloging and materials processing for books and/or audiovisual materials (CDs, DVDs, and audiobooks) for the City should complete the charts in Attachment B, Provisions C and D.

Contracts with selected vendors may provide for individual orders on an as-needed basis, at the sole discretion of the City.

SCOPE OF SERVICES

The City is seeking vendors from which to purchase books and/or audiovisual materials, as well as cataloging and processing services. The Scope of Services is detailed in Attachment A.

PROJECT SCHEDULE

This project is a priority for the City. Below is a desired schedule for initiating this project; however, dates may be subject to change and adjusted as necessary.

Proposals Submittal Deadline	April 4, 2019, 12:00 PM PST
City Staff Evaluation of Proposals	April 8, 2019
Award Contract(s)	April 16, 2019

SELECTION CRITERIA

City staff will evaluate the Proposals based on the following criteria:

- Quality and completeness of Proposal;
- Quality, performance, and effectiveness of services to be provided by the Proposer;
- Proposer's experience, including the experience of staff to be assigned to the project, the engagements of similar scope and complexity;
- Cost to the City (Proposal price alone will not be the sole determining factor);
- Proposer's ability to perform the work within the time specified;
- Proposer's compliance with applicable laws, regulations, policies (including City Council policies), guidelines and orders governing prior or existing contracts performed by the Proposer.

REQUIREMENTS OF PROPOSAL

These instructions outline the guidelines governing the format and content of the Proposal, and the approach to be used in its development and presentation. The intent of the RFP is to encourage responses that clearly communicate the Proposer's understanding of the City's requirements and the Proposer's approach to successfully provide the products and/or services on time and within budget. Only that information which is essential to an understanding and evaluation of the Proposal should be submitted. Items not specifically and explicitly related to the RFP and Proposal, e.g. brochures, marketing materials, etc. will not be considered in the evaluation.

All Proposals shall address the following items in the order listed below and shall be referenced as Section 1 through 6 in the submitted Proposal.

Section 1 - Proposal Summary

This Section shall discuss the highlights, key features and Proposer's understanding of the Scope of Services (Attachment A) and Detailed Submittal Requirements and Cost Proposal Schedule (Attachment B).

A separate sheet shall include a list of individuals and contacts for this Proposal and how to communicate with them.

Section 2 – Firm Profile

This Section shall include a brief description of the Proposer's firm and a chart showing the organization's structure. Discuss the firm's financial stability, capacity and resources. Identify any anticipated subcontractors the Proposer's firm foresees working with to complete work described in Attachment A (Scope of Services) and Attachment B (Detailed Submittal Requirements and Cost Proposal Schedule). Include similar information for any projected subcontractor.

This section should also include a Profile of Lawsuit and Litigation

- List any lawsuit or litigation and result of that action that is still pending or has occurred within the last five (5) years.
- List all projects where claims or settlements were paid by the firm or its insurers within the last five (5) years.

Section 3 – Qualifications of the Firm

Describe the Proposer's and sub-Proposer's qualifications and previous experience on similar or related projects. Provide descriptions of pertinent project experience with other public municipalities and private sector clients. This includes a summary of the work performed, the total project cost, the percentage of work the firm was responsible for, the period over which the work was completed, and the name, title, phone number of clients to be contacted for references.

Section 4 – Work Plan

This Section shall present a well-conceived work plan. This section of the Proposal shall establish that the Proposer understands the City's objectives and requirements. Succinctly describe the proposed approach for addressing the required services requested in Attachment A - Scope of Services and Attachment B - Detailed Submittal Requirements and Cost Proposal Schedule.

Section 5 – Project Staffing

Discuss how the Proposer will staff this project. Key project team members shall be identified by name, title, and specific responsibility for the project. Resumes for all of the Proposer's personnel shall be included.

Section 6 – Proposal Cost

Complete all relevant components of Attachment B (Detailed Submittal Requirements and Cost Proposal Schedule). All pricing must be inclusive, and include labor, material, and equipment necessary for all tasks listed in Attachment A (Scope of Services). Provision of this information assists the City in determining whether the Proposer understands the project, whether the costs are fair and reasonable in light of the services to be provided, and provides City staff with tools to negotiate the final cost.

The Proposer shall be responsible for all costs incurred in the development and submission of this response. The City assumes no contractual obligation as a result of the issuance of this RFP, the preparation or submission of a response by a Proposer, the evaluation of an accepted response, or the selection of finalists. The City shall not be contractually bound until the City and the successful Proposer have executed a written contract for performance of the work. The City of Redwood City does not pay for services before it receives them. Submitted Proposals should not propose contract terms that require upfront payment or deposits.

INSURANCE REQUIREMENTS

CONSULTANT shall, at CONSULTANT's sole cost and expense, provide insurance as described herein if the agreement is awarded. All insurance is to be placed with insurers authorized to do business in the State of California with an A.M. Best and Company rating of A- or better, Class VII or better, or as otherwise approved by CITY.

Insurance shall include the following (or broader) coverage:

- a) Insurance Services Office Commercial Liability coverage "occurrence" form CG 00 01 or its exact equivalent with an edition date prior to 2004 and with minimum limits of \$1,000,000 per occurrence and \$2,000,000 in the aggregate.
- b) Insurance Services Office form number CA 00 01 or equivalent covering Automobile Liability, including hired and non-owned automobile liability with a minimum limit of \$1,000,000 per accident. If the Service Provider owns no vehicles, this requirement may be satisfied by a non-owned and hired auto endorsement to Service Provider's commercial general liability policy.

- c) Workers' Compensation insurance complying with California worker's compensation laws, including statutory limits for workers' compensation and an Employer's Liability limit of \$1,000,000 per accident or disease.
- d) Professional liability insurance that covers the services to be performed in connection with this agreement, in the minimum amount of \$1,000,000 per claim and in the aggregate.

General Information

1. The City reserves the right to cancel or reissue the RFP or extend the timeline at any time.
2. The City reserves the right to reject any and all proposals. The City may accept any proposal if such action is determined to be in the best interest of the City in the sole and exclusive discretion of the City Council.
3. The City is not liable for any costs incurred by the proposer prior to issuance of a written notice to proceed to the successful consultant.
4. The project team is subject to the approval of the City of Goleta. The City will have the right to review and approve any changes in the project team.

Questions during Proposal Period

All questions should be directed in writing to: Allison Gray, Library Director, agray@cityofgoleta.org.

DEADLINE FOR PROPOSAL SUBMITTALS

Submittals are due by 12:00 PM PST on Thursday, April 4, 2019.

One (1) original proposal with three (3) double-sided copies must be submitted along with an electronic copy on a CD or USB of the proposal in PDF format. Proposals shall be clearly marked "LIBRARY MATERIALS VENDOR PROPOSAL" and enclosed in a sealed envelope. Proposals may be hand delivered or mailed to:

Deborah Lopez, City Clerk
Attn: Library Materials Vendor Proposal
City of Goleta
130 Cremona Drive, Suite B
Goleta, CA 93117

Proposals not received by the due date and time requested in the Project Schedule herein may be rejected without consideration.

NOTE: FAXED, E-MAILED, LATE OR “BY-POSTMARK DATE” PROPOSALS WILL NOT BE ACCEPTED.

Attachment A – Scope of Services

The City of Goleta is in need of vendors who provide blanket purchase orders for print monographs and/or audiovisual materials (audiobooks, DVDs, BluRays, and CDs), shelf ready cataloging and processing services, and customized collection development services such as customized standing order collections, pre-selected carts, and Opening Day collections, as needed.

Based upon previous years' usage and current budgets it is estimated that the City will allocate approximately \$245,000 total for all the materials specified in this RFP each fiscal year specified in this RFP. The City is not obligated to purchase any specified quantity, and variations occur monthly. Vendor(s) will invoice the City as orders are delivered. Failure of a vendor to comply with the terms and conditions stated may result in the cancellation of the Blanket P.O.

Invoices must reflect sales tax rate applicable to the City of Goleta and emailed to ap@cityofgoleta.org.

Library materials provided must comply with current copyright and intellectual property laws.

Vendors selected to supply the City with print monographs will provide customer service which includes inventory, ordering access, and supplying materials in a timely manner to the City per specifications included in Attachment B, Provision A (Vendor Services). Additionally, these vendors will work with the City to provide customized lists of materials for the City's consideration based on the specifications included in Provision B (Collection Development) and any customized collection development services provided by the vendor. Vendors selected to provide shelf-ready cataloging and processing of print monographs will do so based on the relevant City specifications included in Provisions C (Cataloging) & Provision D (Processing).

Vendors selected to supply the City with audiobooks, CDs, BluRays and DVDs will provide customer service which includes inventory, ordering access, and supplying materials in a timely manner to the City per specifications included in Attachment B, Provision A (Vendor Services). Additionally, these vendors will work with the City to provide customized lists of materials for the City's consideration based on the specifications included in Provision B (Collection Development) and any customized collection development services provided by the vendor. Vendors selected to provide shelf-ready cataloging and processing of audiobooks, CDs, BluRays, and DVDs will do so based on the relevant City specifications included in Provisions C (Cataloging) & Provision D (Processing).

Attachment B – Detailed Submittal Requirements and Cost Proposal Schedule

Prices shall include all labor, tools, equipment, and materials required to complete the tasks outlined in Attachment A – Scope of Services. All parts and materials not included in proposed maintenance cost should be highlighted in Section 6 (Proposal Cost) of the submitted Proposal.

Vendors submitting proposals to supply books and/or audiovisual materials (CDs, BluRays, DVDs, and audiobooks) to the City should complete the charts and supplemental questions below in Provisions A and B.

Vendors submitting proposals to provide cataloging and materials processing for books and/or audiovisual materials (CDs, BluRays, DVDs, and audiobooks) for the City should complete the charts below in Provisions C and D.

Provisions A through D

Provision A - Part 1- (Vendor Services)

Description	Yes or No	Vendor Notes
Provide multiple accounts based on service specifications to be determined by the Library.		
Provide same terms to be applied to all accounts.		
Vendor ability to accept electronically transmitted orders.		
Apply full discount to all titles for which the publisher provides a full discount to the vendor. (specify discount rates for different material types, as well as discounts for multiple copies of the same title)		
Distribution center located in the western region of the United States or 2-day air delivery.		
Shipment from one or more secondary distribution centers with same terms applied (land delivery is acceptable).		
Ability to place orders and receive invoices electronically utilizing EDIFACT standard.		
10 days fulfillment time from date of order to shipment for books in inventory, including those with processing as described in Provision B, C & D.		
Ship complete orders per Library instruction, partial shipments accepted.		
Vendor ability to provide 95% fulfillment rate on orders placed for in-print books, including those		

with processing as described in Provision B, C & D.		
Confirmation of status report available immediately upon electronic transmission of order.		
Provide email notification of publication changes - title, publication date, publisher, etc.		
Separation of invoices corresponding to single accounts (will not mix accounts on an invoice).		
Provide one original invoice and a packing list with shipment. Electronic invoices available upon request.		
Ability for Library to determine cancellation cycle with guaranteed return for credit of titles shipped after cancellation.		
Project Manager assigned to library account to oversee all aspects of customer care.		
Toll free phone number and email for customer service including: invoice/billing inquiries, special orders/problems.		
Local sales representative assigned to Library.		
Acceptance of returns, including but not limited to vendor error and defective material.		
Vendor pays return shipping on all accepted returns.		
Added Value Service charges will not be incurred for cancellations or returns.		
Library Materials are to be delivered to: Goleta Valley Library, 500 N. Fairview Avenue, Goleta CA 93117		
Shipping containers, including contents, shall not weigh more than 25 pounds.		
The vendor shall not charge shipping fees that exceed standard USPS or UPS shipping rates.		
The Library expects to receive items ordered in advance of the publication date at least five (5) working days ahead of the on-sale date when allowed by the publisher.		
The vendor must describe any standing order plans available, such as automatic purchase or shipment plans, and the costs for such plans.		

The vendor will preferably be able to provide a 9xx field in each bibliographic record. This field shall be populated with order information, including fund, item price, purchase order number, and order date.		
A monthly statement of outstanding invoices and credits.		

In addition to the Vendor Services requirements listed above, please respond to the items below.

1. Describe your credit procedures, i.e. procedure for accounting for credit on returned books.
2. Provide a list of non-English language collections for book materials for which you supply complete library services (i.e. catalog of 5,000+ titles, full cataloging & collection development).
3. Provide a list of all publishers you charge a service fee to provide, including the amount of charge per volume.
4. Include samples of the following with your response:
 - a. Invoice
 - b. Packing slip
 - c. Status report
5. Describe further costs, if any, to those listed above. Also include cost incentives, if any.

PROVISION A - Part 2- (Vendor Services Pricing/Discount Offered)

Offeror's are to quote discount(s) from publisher's current list price.

WITH THE EXCEPTION OF THE APPLICABLE CALIFORNIA STATE SALES TAX, PRICE SHALL BE INCLUSIVE OF ALL COSTS INCLUDING FREIGHT/DELIVERY/SHIPPING & HANDLING CHARGES AND PROFIT.

Line #	Description	Price Quote
1	Trade Hardcover	List Price Less _____ %
2	Technical, Educational & Scientific Editions	List Price Less _____ %
3	Publisher's Reinforced Bindings	List Price Less _____ %
4	Paperback Books (Mass Market)	List Price Less _____ %
5	Paperback Books	List Price Less _____ %
6	Reinforced Paperback	List Price Less _____ %
7	Pre-bound (specify categories)	List Price Less _____ %

8	Large Print Titles	List Price Less _____ %
9	Out of Print Books	List Price Less _____ %
10	Spoken Word MP3 CD	List Price Less _____ %
11	Spoken Word on CD	List Price Less _____ %
12	Shelf Ready Cataloging and Processing	List Price Less _____ %
13	Mylar Book Jacket Covers	List Price Less _____ %
14	Kapco Easycover or Equivalent (for reinforcing paperbacks)	List Price Less _____ %
15	RFID Tags a) Provided by Vendor b) Provided Goleta Valley Library	List Price Less _____ %
16	Bar Codes	List Price Less _____ %
17	Library Packaging for all Non-Print Titles (i.e. Spoken Words CDs, MP3 CDs)	List Price Less _____ %
18	Original Cataloging	List Price Less _____ %
19	Additional Items/Charges (if applicable)	List Price Less _____ %

PROVISION B (Collection Development):

Description	Yes or No	Vendor Notes
Include online collection development software/internet access with sufficient logins (minimum of 8) for library needs at no extra cost.		
Include customized collection development services at no extra cost.		
Vendor website that provides electronic real-time web-based interface to its inventory and warehouse availability: including the ability to show quantities of items in stock; on order by warehouse location; pre-pub; out-of-stock; out of print and "apply direct" titles.		
Full text literary reviews from nationally recognized professional sources (such as Publisher's Weekly, Library Journal, School Library Journal, and Booklist) and/or citations which cite the magazines in which literary reviews appear.		

Formal and informal training and support of the online tool, including how it interfaces with Polaris, provided at no additional cost.		
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In addition to the Collection Development requirements listed above, please respond to the items below.

1. Describe automatic purchase plans and/or customized vendor selection.
2. Describe integration with Collection HQ for Discovery and Selection of materials for:
 - a. Opening Day Collections.
 - b. Books or other materials in non-English languages.
 - c. Electronic books, downloadable audio books and other formats.
3. Describe lease program in one exists and materials related to it, rules, costs, etc.
4. Describe any additional value added services provided.

PROVISION C (Cataloging):

Description	Yes or No	Vendor Notes
Ability to fulfill customized spine label cutting instructions in an electronic order that override standard spine label cutting instructions.		
Ability to assign Dewey call numbers according to Library specifications/ customizations		
Ability to overlay catalog full MARC 21, Level K, records over brief acquisition records in ILS		
Do you interface with the Polaris ILS system?		

In addition to the Cataloging requirements listed above, please respond to the items below.

1. Provide the following:
 - a. Source of MARC 21, Level K, records.
 - b. Sample of typical MARC 21, Level K, record.
 - c. Outline of delivery method for MARC 21, Level K, records to customer.
2. Given Library does not accept brief MARC records, describe the cataloging process for materials without existing full MARC 21, Level K, records.
3. Library uses Dewey Decimal System.

PROVISION D (Materials Processing):

Print materials processing			
Cost	Description	Supplier	Library Notes
	Clear plastic jackets	Vendor	Only for hardcover books
	Vendor encoded RFID Tag	Vendor	Inside back cover, staggering, ¼” from the spine and ¼” between tags.
	Barcode protector	Vendor	Over barcode, only for board books and library bond books
	Spine label	Vendor	1 x 1½ white label with a call number and / or cutter, on spine of dust cover or book, under adhesive plastic or jacket cover. 1/8” from bottom,

			centered, for JNF apply vertical reading top to bottom	
	Spine label protector	Vendor	Over spine label, only for items with no clear plastic jackets	
	Ownership Sticker	Vendor	Sticker Goleta Valley Library- Fire Engine Red Solvang Library – Caltrans Orange Buellton Library – Buff Tan Along left edge of front cover, going vertically down ¼” from the left edge of spine	
Additional stickers include but are not limited to the following:				
Cost	Description	Supplier	Notes	
	MYSTERY	Vendor	Affixed to spine above the call number, and UNDER the spine label protector/clear plastic jacket	
	SCIENCE FICTION	Vendor	Affixed to spine above the call number, and UNDER the spine label protector/clear plastic jacket	
	YOUNG ADULT	Vendor	Affixed to spine above the call number, and UNDER the spine label protector/clear plastic jacket	
	NEW	Vendor	Centered on spine, at the top of the book OVER the spine label protector/clear plastic jacket	
	GENRES FOR JUVENILE BOOKS (various)	Vendor	Affixed to spine above the call number, and UNDER the spine label protector/clear plastic jacket	
	HOLIDAY (various)	Vendor	For juvenile books only, affixed to spine above the call number, and UNDER the spine label protector/clear plastic jacket	
	WESTERN	Vendor	Affixed to spine above the call number, and UNDER the spine label protector/clear plastic jacket	
Accompanying materials processing includes but is not limited to the following:				
	Clear CD/DVD pocket	Vendor	Use only if item not attached then, place on inside back cover, centered, if pertinent	
Audiobook Physical processing				
Cost	Description	Supplier	Placement	Application Notes
	Encoded RFID Tag	Vendor	Attach on inside back of graphics, lower right corner	All materials
	Property Label GVL – Red Label Solvang – Orange Label Buellton – Tan Label	Vendor	Printed on front cover insert, reading vertically down along spine, ¼” from spine.	All materials

	HUB Label with 2 letter branch code and last 4 digits of barcode	Vendor	Attach to center of CD. Use GO, BU, SO codes	
	Repackaging	Vendor		Repackage into standard DMP cases
	Barcode	Vendor	Midway along top cover ¼" from top	All materials
	Spine Label	Vendor	Spine of graphics flush with the bottom edge	
	Additional spine labels (Genre, New, etc.)	Vendor	Apply on the outside of case above the spine label/genre.	Only for items that meet spec criteria.

Audiobook spine and call number details

1. Refer to table below for font and size specifications
2. Placed flush with the spine's bottom edge
3. Omit punctuation
4. Spell out numbers and exponents
5. Cutter with author's full last name for fiction, and Dewey Decimal up to 4 numbers after decimal plus author's full last name for non-fiction. Biographies should have full last name for the subject of the biography.

DVD/BluRay Physical processing				
Cost	Description	Supplier	Placement	Application Notes
	Encoded RFID Tag with 2 letter branch code (stingray type) GO BU SO	Vendor	Center of disc; for multi discs item, place tag on 1 st disc	All materials
	If it is a double sided disc, use the donut HUB with 2 letter branch code and last 4 digits of barcode	Vendor	Center of disc	All materials
	Repackaging	Vendor	N/A	Repackage into standard cases for DVD/BluRay
	Barcode	Vendor	Front, middle, top	All materials
	Spine label	Vendor	Place on spine of DVD/BluRay case, bottom, centered	1 x 1 ½ white label
	Branch label	Vendor	Branch sticker placed vertically down front cover,	

			left side, 1/4" from spine	
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DVD/BluRay spine and call number details

1. Refer to table below for font and size specifications
2. Placed flush with the spine's bottom edge
3. Omit punctuation
4. Spell out numbers and exponents
5. Cutter with author's full last name for fiction, and Dewey Decimal up to 4 numbers after decimal plus author's full last name for non-fiction. Biographies should have full last name for the subject of the biography.

CD Physical processing				
Cost	Description	Supplier	Placement	Application Notes
	Encoded RFID Tag with 2 letter branch code (stingray type) GO BU SO	Customer	Center of disc; for multi discs item, place tag on 1st disc	All materials
	If it is a double sided disc, use the donut HUB with 2 letter branch code and last 4 digits of barcode	Vendor	Center of disc	All materials
	Repackaging	Vendor	N/A	Repackage into soft, see-through, plastic sleeve
CD Digital processing				
	Barcode	Vendor	Font, middle, top	All materials
	Spine label	Vendor	Front, upper left	Size 3/4 x 1
	Branch Label	Vendor	Down left side, front cover insert	Size 3/4" 1/2"