



**King County Library System
960 Newport Way NW
Issaquah, WA 98027**

July 8, 2009

REQUEST FOR PROPOSALS #2009-04

FOR

MEDIA MANAGEMENT SYSTEMS

Proposals Due:

August 19, 2009 5:00 P.M.

TABLE OF CONTENTS

SECTION ONE – PURPOSE AND BACKGROUND 3

SECTION TWO – SCOPE OF WORK 3

SECTION THREE – PROPOSAL REQUIREMENTS 4

SECTION FOUR – SUBMISSION REQUIREMENTS..... 7

SECTION FIVE – REQUESTS FOR CLARIFICATION 8

SECTION SIX – EVALUATION 8

SECTION SEVEN – SCHEDULE..... 9

SECTION EIGHT – SPECIAL CONDITIONS 9

SECTION NINE – PROTESTS TO AWARD..... 10

SECTION ONE – PURPOSE AND BACKGROUND

The King County Rural Library District, (dba King County Library System), is seeking proposals from qualified vendors for the implementation and support of Media Management Systems.

The King County Library System (KCLS) is one of the largest circulating libraries in the United States. Located in the Seattle area, KCLS serves over one million residents at its 43 community libraries, 1 institutional library, and Traveling Library Center. KCLS provides access to a broad array of information resources ranging from electronic databases to books to music and video. KCLS is also the community resource for a wide variety of programs and activities for people of all ages. Established in 1943, KCLS is a special purpose government that is governed by a five-member Board of Trustees and operates under the constitution and laws of the State of Washington.

KCLS circulates more than twenty million items (Books, CDs, DVDs, etc.) each year, a significant portion of which are CD/DVDs.

Like many libraries, KCLS experiences challenges related to security of popular items on disc media. We have made several adjustments to our displays, processes, and strategies—with some success in achieving a quality patron service experience with better disc security.

This request for proposals is intended for vendors of Media Management Systems (MMS). For purposes of this RFP, an MMS is defined as a technology system that secures and dispenses disc media to library patrons in a friendly and effective manner, with simplicity and ease of maintenance for library staff.

This is not an RFP for RFID or other comprehensive theft- management systems.

We seek proposals from potential contractors who will install, test, and support an MMS that is suitable to the needs of a very large, multi-library, centrally-served library system like KCLS.

SECTION TWO – SCOPE OF WORK

The MMS systems proposed should provide at least the following features or services. Each of these services should be addressed in detail as per instructions in Section Three of this RFP:

1. Ability to work effectively with KCLS CD and DVD disc collections (all discs are of standard CD and DVD size).
2. Ability to work effectively with KCLS barcodes (See the attached sheet of sample KCLS barcodes). Ability to manually check-out discs and all other KCLS items in a patron-friendly way. (Other items that may be manually checked out on the MMS devices include
 - a. DVDs
 - b. Music CDs
 - c. Video Tapes
 - d. Books on Tape
 - e. Books on CD
 - f. Books in print
 - g. Magazines

3. Ease of loading and maintenance by KCLS staff
4. A strategy for managing disc encasement and display (KCLS preference is to display empty original cases on the shelves for patron browsing).
5. A general strategy used for integrating the MMS into libraries of various sizes.
6. KCLS is interested in the use of media management systems throughout the library system, however we intend to initially implement just one system in one library as a proof-of-concept test. KCLS reserves the right to expand the installation of MMS systems to other libraries throughout the system or not expand at KCLS' discretion.
7. Have a customizable capacity to accommodate the various sizes of media collections of different branches and the ability to manage the media as permanent collections in those branches. Current snapshots of disc collections at large, medium, and small KCLS libraries are listed below. We have some libraries larger than Kent and given the fluctuating sizes of disc collections in the libraries, we will prefer a solution that can expand to hold upwards of 2,500 discs.
 - a. Kent: (1776 discs)
 - b. Des Moines: (643 discs)
 - c. Woodmont: (384 discs)

The scope of the MMS systems and services will include the following which are described in more detail in Section Three:

1. Assessment
2. Project Planning
3. Project Management
4. Design/Functionality
5. Development (if applicable)
6. Documentation
7. Testing/Acceptance
8. System Performance Benchmarks
9. Training
10. Implementation
11. Technology, Support, and Maintenance

SECTION THREE – PROPOSAL REQUIREMENTS

Vendors interested in submitting proposals are requested to submit the following information. Responses to each item should appear in the same order as in this RFP and should designate by heading and paragraph the item to which the response applies. Please limit the length of your proposal, including appendices, to 30 pages, and please limit your proposal to one bound volume. Do not include any material outside of this volume.

Part One – Executive Summary

Each proposal should be accompanied by an executive summary not exceeding two pages which summarizes key points of the proposal and which is signed by an officer of the firm who is responsible for committing the firm's resources.

Part Two – Responses to requirements as defined in the Scope of Work

Proposals should address the following areas:

- 1) Assessment
 - a) Will your MMS work effectively with KCLS barcodes?
 - b) Will your MMS integrate with the KCLS integrated library system (Innovative--Millennium) ?
 - c) Will your MMS integrate with the Evergreen open-source integrated library system?
- 2) Project Planning
 - a) Create and include a project plan and timeline for the KCLS MMS project (MS Project format preferred).
 - b) The project plan should be for the implementation of ONE MMS system in ONE KCLS library
- 3) Project Management
 - a) Specify a vendor project manager who will work with KCLS on the project.
 - b) Define all roles and responsibilities for the vendor and for KCLS
- 4) Design/Functionality
 - a) Please outline all of the functions and services provided by the MMS that address KCLS needs as defined in this RFP
 - b) Outline optional services and features that may be of interest or use to KCLS
 - c) Specify expansion capacity (total disc capacity) for the MMS
 - d) Specify expansion thresholds and processes for system growth
 - e) Will your MMS serve as a self-checkout for all library materials in addition to the stored media?
 - f) Will your MMS accommodate our use of the original DVD cases that we keep empty on the shelves for patron browsing?
 - g) Will your MMS be customizable in order to accommodate the various sizes of media collections at different branches?
 - h) Will your MMS be able to manage various permanent collections of media housed at different branches?
 - i) Please provide size specifications for the MMS.
- 5) Development
 - a) What will our process be to add development functionality to the MMS?
 - b) What are your processes for managing changes to releases and software versions?
 - c) Do you support library specific versions of your MMS (can KCLS have its own version of the MMS if necessary?)
 - d) What is your anticipated timeframe for delivery of a medium-difficulty custom programming request?
 - e) What is your cost structure for custom programming?
- 6) Documentation

- a) Include soft-copies of your user and technical system documentation
- 7) Testing/Acceptance
- a) Specify testing and acceptance processes and criteria and correlate these to project milestones.
 - b) Specify software functional acceptance criteria.
 - c) Specify system performance testing and acceptance processes, criteria, and benchmarks.
- 8) Training
- a) How will KCLS staff be trained on the MMS
 - b) Specify training timetables and deliverables in the project plan
 - c) Differentiate specific KCLS and Vendor roles and responsibilities relative to training
- 9) Implementation
- a) Provide a thorough description of system implementation and go-live processes
 - b) Specify implementation timetables and deliverables in the project plan
 - c) Differentiate specific KCLS and Vendor roles and responsibilities relative to implementation
- 10) Technology, Support, and Maintenance:
- a) What are KCLS' roles and responsibilities for ongoing maintenance of the MMS?
 - b) What are the vendor's roles and responsibilities for ongoing maintenance of the MMS?
 - c) Define scope of maintenance to be provided by the vendor and detail the vendor's availability and response time to maintenance requests.

Proposals should specify total costs for all known services, deliverables, and estimated travel and expenses.

Costs should be provided in an easy-to-read format.

Part Four – Firm Qualifications

Provide the names of customers for which you have provided similar services in the past five years. Include rationale as to how your experience with a given customer is relevant to this KCLS project.

Provide contact information for at least 3 references.

Provide a brief history of your firm including size and any specialty areas. Provide background company information including relevant financials. Provide a statement describing the firm's stability, capability and resources.

Part Five – Staff Qualifications

Who would be the primary management contact from your firm for this project?

Who would be the day-to-day contact from your firm for this project?

What other staff from your firm would be assigned to this project? What would be their roles in the project?

Provide summary resumes for the personnel listed above and a description of the specific roles they played in the previous projects listed in Section Three, Part Four.

SECTION FOUR – SUBMISSION REQUIREMENTS

One executed original proposal, clearly marked on the cover, and three (3) copies of the proposal shall be submitted. The proposal shall be clearly marked on the outside of the transmittal package with the following information:

Organization's Name
Media Management System Proposal

The proposal must be received no later than 5:00 P.M. on August 19, 2009 at:

King County Library System
Attn: Purchasing
960 Newport Way NW
Issaquah, WA 98027

Proposals received by KCLS after 5pm (Pacific Time), August 19, 2009 will not be considered. Late proposals will be destroyed. Proposals received before the due date will be held in a secured area until the time of opening.

Proposals must be signed by a corporate official, owner or a person who has been authorized to make such a commitment.

KCLS does not conduct a public opening of proposals, nor are evaluation "progress reports" available. Notification of award will be sent to all bidders.

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.

Organizations shall respond to each and every requirement contained in the "Proposal Requirements" section of this RFP. Responses must be in the same order in which the points appear in the RFP. The proposal must be clear, unambiguous, and capable of being understood without reference to other documentation. Failure to address a particular requirement shall be presumed to mean that the function or requirement is unavailable.

Vendors are advised that the submission of multiple proposals, or alternative approaches to specific sections of the requirements will be considered non-compliant and those proposals will be disqualified. We are relying on the vendor as the expert to identify in its proposal the

approach which is believed to be the most effective to produce the required systems and services.

No substitutions will be accepted on any of the components unless the vendor can provide proof that the substituted equipment meets or exceeds the specifications, reliability, warranty and pricing of the equipment specified by the King County Library System.

Failure to comply with the requirements of this RFP may result in disqualification.

The organization must clearly state that the proposal submitted presents a true offer of services and/or materials. It must be clearly stated that the proposal is not a result of any direct or indirect coordination or collusion with other firms submitting a proposal in response to this RFP.

An organization may withdraw or modify its proposal in writing by delivery service, certified U.S. Mail, or by hand delivery at any time prior to the RFP deadline for submission.

SECTION FIVE – REQUESTS FOR CLARIFICATION

Questions and requests for clarification concerning this RFP shall be submitted **IN WRITING** no later than **5:00 P.M. PST July 22, 2009** to:

King County Library System
Attn: Purchasing
960 Newport Way NW
Issaquah, WA 98027

The words “**Media Management System Proposal**” shall appear on the envelope. Inquiries shall state the page and the applicable RFP section or paragraph to which the question(s) pertain. Faxed requests for clarification will not be accepted. Confirming receipt of questions is the responsibility of the submitting organization.

The organization shall be responsible for requesting clarification concerning the RFP to allow the organization to respond specifically, thoroughly, and clearly to every specification, requirement, or question presented in the RFP. KCLS shall in no way be responsible for any errors or ambiguities in the RFP. A failure of KCLS to respond to any request for clarification shall not be considered by any organization that KCLS agrees or disagrees with any statement, which may be contained in the request for clarification.

All clarifications to the RFP will be distributed in writing to all organizations who have received a copy of the RFP. The source of an inquiry occasioning a clarification shall not be given.

Any information provided after distribution of the RFP is for clarification only and not binding on KCLS.

SECTION SIX – EVALUATION

KCLS intends to select the proposal that is most advantageous to itself. The responses to this RFP will be evaluated by a Selection Committee to be established for such purpose. The evaluation will include a review of all proposals based on the following criteria:

- 1) Understanding the needs of KCLS. Responsiveness to the scope of services outlined in this RFP, and soundness of approach.
- 2) Qualifications of the vendor, including previous experience with similar work.
- 3) Cost.
- 4) Quality of references.

KCLS reserves the right to reject any and all proposals for any reason.

KCLS may invite one or more representatives from any organization to meet or talk with KCLS representatives for the purpose of clarification of the vendor's proposal.

KCLS reserves the right to accept other than the lowest priced proposal and to negotiate with any organization when the best interests of the Library are served by so doing.

KCLS may at its sole discretion waive any irregularity or informality in a proposal submitted by any organization.

SECTION SEVEN – SCHEDULE

KCLS has set the following tentative schedule for the selection process:

7/8/09	RFP Issued
7/22/09	Deadline for receipt of written requests for clarification
7/29/09	Responses to written requests for clarification
8/19/09	Deadline for receipt of proposals
8/19/09	Opening of proposals
8/19/09	Evaluation of proposals begins

SECTION EIGHT – SPECIAL CONDITIONS

Organization Responsibility

1. Any organization submitting a response agrees to all the rules and conditions required in this RFP. All materials submitted in response to the RFP shall become the property of KCLS. The organization's proposal and the RFP shall become part of any contract that is negotiated with the successful organization unless modified in writing by the contract.
2. The successful organization shall be required to assume responsibility for delivery of goods and/or services as defined in the contract.
3. The organization shall be required to demonstrate that there is in effect all licenses, permits and authorizations to provide all products and services it proposes.

4. It is the organization's responsibility to ensure that the RFP is not defective and does not inadvertently restrict competition. Protests to the RFP must be in writing and be made prior to the due date to permit time for revisions to be issued.
5. The cost for developing proposals in response to this RFP is entirely the obligation of the organization and shall not be charged to KCLS in any manner.

Alternate Organization Selection. If KCLS fails to negotiate a contract with the organization of first choice, KCLS shall reserve the right to enter into new contract negotiations with an alternate organization(s).

Payment Schedule. KCLS payments, subject to negotiations, shall be made to the organization not more than forty-five (45) days after KCLS receives the organization's invoice for goods/services received as specified in the contract between KCLS and the organization selected.

Wages. The organization shall be required to pay any wages or salary required by the laws or regulations of any government entity having jurisdiction.

News Release. Mention of KCLS, staff, or programs in advertising, customer lists, photographs, or articles in the professional literature pertaining to an award resulting from proposals made in response to this RFP shall not be made by any organization without prior written approval from the KCLS administration.

Written Contract. KCLS and the selected organization shall negotiate a contract and nothing shall be binding on either party until the contract is in writing and signed by both parties, except organization is obligated to keep its proposal in effect for period specified in this RFP.

SECTION NINE – PROTESTS TO AWARD

Protests concerning the award of this RFP shall be submitted in writing to:

King County Library System
Attn: Business and Finance Manager
960 Newport Way NW
Issaquah, WA 98027

Protest to Media Management System Proposal

Organizations should clearly state the grounds for their protest and the requested action. Faxed protest letters will be accepted if received by the deadline below. Confirming receipt of fax is the responsibility of the protesting organization.

Deadline. Letters of protest must be received by KCLS no more than one week after RFP award has been announced.

Response to Protest. Written response to protest letters will be composed jointly by the Selection Committee and the Business and Finance Manager. Responses will be available within approximately two weeks of receipt of protest. Written responses are mailed via certified mail to the protesting organization.