



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

January 3, 2011

REQUEST FOR PROPOSALS # 12-01
FOR
EVERGREEN OPEN-SOURCE
LIBRARY SYSTEM SOFTWARE DEVELOPMENT

Proposals Due:

February 13, 2012 5:00 P.M.

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SECTION ONE – PURPOSE AND BACKGROUND

The King County Rural Library District, (dba King County Library System), is seeking proposals from qualified vendors for the purpose of obtaining information and firm bids for Evergreen open-source library system software development.

The King County Library System (KCLS) is one of the top three largest circulating libraries in the United States. Located in the Puget Sound area, KCLS serves over one million residents at its 46 community libraries, one institutional library, and various Outreach Services. 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 offers a collection of more than 4.1 million items including books, periodicals, newspapers, audio and videotapes, films, CDs, DVDs and extensive online resources. KCLS implemented the Evergreen open-source integrated library system (Evergreen) in September of 2010, following more than a year of extensive software development work with Equinox Software Inc. (ESI) of Norcross, Georgia, and FGI.com of Kirkland, Washington. Members of the ESI team include the original designers and developers of the Evergreen system.

Evergreen provides the primary means of accessing and managing the KCLS collection via searching and retrieval, inventory control, management of holds, and purchasing of new materials. This same system also provides the primary means for KCLS patrons to search our collection for materials and to manage the items that they have either checked out or placed on hold with the library.

The KCLS vision for the system includes three primary goals:

- 1) A useful, effective, world-class online catalog and search engine that seamlessly integrates all aspects of KCLS online public service.
- 2) An optimally efficient operational systems workflow that simplifies and integrates all back-of-the-house system processes for best staff-efficiency.
- 3) Automation system independence and a maximum amount of freedom to make ongoing system changes as needed, in an effective and timely manner.

KCLS expects that the development of the Evergreen system will be ongoing. This RFP is intended to identify and secure an ongoing development relationship with a strong and well-established software development company, experienced in open-source work. We expect that the selected company would make a significant impact on the KCLS Evergreen system and substantially broaden the development community with qualified personnel who can assist KCLS in achieving goal number 3—the ability to make ongoing system changes as needed, in an effective and timely manner.

We seek responses from companies who will develop, document, test, implement, and support various aspects of the Evergreen system (along with ancillary support systems) on a project-by-project basis.

SECTION TWO – SCOPE OF SERVICES

Strategic Assumptions:

- 1) KCLS current strategy is to develop Evergreen as part of the Evergreen open-source community as opposed to developing the system exclusively for KCLS use. Ideally we would like to capitalize on community enhancements and the virtues of community development. Yet we have been frustrated by the pacing of community development, and by the fact that our workflow needs are somewhat unique among libraries due to our large size and volume of business. We seek a modified strategy that will accelerate our development timeframe of new features--from concept through production, yet still ideally integrate new programming into the Evergreen community where appropriate.
- 2) Potential vendors must make access to all development work associated with this project open and freely available to KCLS and to other libraries as per the traditions and policies of The Community (No software licensing fees. Free availability of source code).
- 3) KCLS seeks vendors who will develop Evergreen software using an agile development model. We expect frequent and regular releases of updated software through the development cycle, and a high-touch, highly visible, iterative process of working with library staff to verify that new software under development is functionally effective for KCLS workflow needs.
- 4) Potential vendors should be prepared and staffed to work with KCLS to identify effective workflows, create functional specifications, create technical specifications, and create testing procedures. Vendors should be able to provide ongoing support and any necessary technical training and technical documentation of any new software. KCLS does not have development programmers on staff.

Development projects may involve any of the following system functional areas. While it is expected that the initial work will focus in the Acquisitions area, subsequent projects will be determined depending upon the capabilities and readiness of the selected vendor, and the immediate development priorities of KCLS.

- 1) Online Public Access--including:
 - a) Searching, Retrieval, and Display
 - b) Patron Account Management
 - c) Integration of online services, subscription databases, and KCLS website information and services
 - d) Integration of any mutually agreed third-party public access patron empowerment tools.
- 2) Circulation—including:
 - a) Holds
 - b) Self Check-out
 - c) Self Check-in
 - d) Traveling library and offline circulation systems
 - e) Shipping and material handling
 - f) Home Delivery
- 3) Acquisitions and Serials Control—including:
 - a) Selection, Purchasing, Funding, Receiving, Claiming, Invoicing
 - b) Shipping and material handling

- c) Management of Serials, Periodicals, and Magazines
- 4) Cataloging
- 5) Reports and Statistics
- 6) System Utilities
 - a) Database management
 - b) Performance monitoring
 - c) Application management
- 7) Interfaces to ancillary products including
 - a) PC Reservations
 - b) Print Management
 - c) Material Handling and Sorting
 - d) Self Check-in
 - e) Patron Telephone Notification
 - f) E-books and Digital Content
 - g) Collection Agency
 - h) Patron Address Verification
 - i) Book Alert (Notification to Patrons of new items in the collection)
 - j) Self Checkout
 - k) Dial-in Telephone Renewal
 - l) Patron Notices (email, telephone, postal mail)
 - m) Event scheduling and room booking sub-systems
 - n) Text Messaging
 - o) Ecommerce

Additional high-level areas of Evergreen development need are outlined in Appendix A of this RFP—"Evergreen 1012 Planning—Feature Sets"

SECTION THREE – PROPOSAL REQUIREMENTS

Firms interested in providing the services described above 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 20 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. Please provide contact information for the person to whom KCLS should direct proposal correspondence including full name, phone number, email address and physical mailing address.

Part Two – Proposal Details

2. Describe how your work or the work of your firm is specifically applicable to quality work in the KCLS/Evergreen environment—specifically:

- a) Level of facility with Evergreen programming languages and technical environments
- b) Level of facility with Evergreen database environments
- c) Previous work with an open-source product
- d) Previous work with an open-source community

(Technical information about the Evergreen system is available at the website www.open-ils.org)

3. Provide at least 3 examples of recent work projects that demonstrate skills and experience that would be applicable to KCLS's scope of work. Include final cost information for these examples (how the project was billed and what the total cost was to the customer).

4. In five pages or less, provide a brief narrative or outline to describe how you will effectively contribute software development to the KCLS Evergreen system—from planning to implementation to ongoing support. Please specifically address how you will meet the strategic assumptions listed in section two of this RFP—"Scope of Services". If you would recommend alteration of these strategic assumptions, please highlight that in this section of your response.

Part Three – Cost of Services

Please provide billing rates for all relevant levels of professionals in your firm. Also please describe your firm's method of billing for software development work such as that described in this Request for Proposal.

Part Four – References

List at least three entities for which similar work is or has been conducted and give the name, title and telephone number of persons who may be contacted for reference concerning the services you provided. Give dates and lengths of service.

Part Five – Staff Qualifications

Please specify the names, roles, backgrounds, and resumes of key personnel from your firm, who will be providing direct service to KCLS.

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
Evergreen Software Development

The proposal must be received no later than **5:00 P.M. on February 13, 2012** at:

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

Proposals received by KCLS after 5pm (Pacific Time), February 13, 2012, 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 January 18, 2012** to:

King County Library System

Attn: Purchasing
960 Newport Way NW
Issaquah, WA 98027

The words “**Evergreen Software Development Proposal Inquiry**” 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 posted online at <http://www.kcls.org/rfp> by the date indicated in section seven. 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 RFQ, and soundness of approach.
- 2) Qualifications of the vendor, including previous experience with similar work.
- 3) Projected Costs.
- 4) Quality of references.

KCLS intends to shortlist qualified vendors who will then be interviewed by the Selection Committee.

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

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 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 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:

01/03/12	RFP Issued
01/18/12	Deadline for receipt of written requests for clarification
01/25/12	Responses to written requests for clarification
02/13/12 5:00 P.M.	Deadline for receipt of proposals
02/13/12	Opening of proposals
02/13/12	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: Director of Finance
960 Newport Way NW
Issaquah, WA 98027

Protest to Award of Evergreen Software Development.

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 Director of Finance. Responses will be available within approximately two weeks of receipt of protest. Written responses are mailed via certified mail to the protesting organization.