



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

September 2, 2009

REQUEST FOR PROPOSALS # 09-06

FOR

KCLS Website Translation Proposal

Proposals Due:

October 2, 2009 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 translating web content on our organization's website.

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 43 community libraries, 3 institutional libraries, 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.

The KCLS Diversity Committee has made it a top priority to increase accessibility of our website information to patrons with limited English language skills. Objectives listed under this priority included identifying the most critical language for translation of web information at this time and identifying content for translation. A subcommittee completed these two objectives and we are now pursuing the next step of translating web content into Spanish.

SECTION TWO – SCOPE OF SERVICES

We wish to procure services to increase accessibility of our website information for the Spanish speaking community, which includes:

- Providing high quality translation, coding, and localization of approximately fifty (50) pages on our website into Spanish
- Providing guidance and consultation regarding the organization and navigation of content
- Working with KCLS Web Services and Outreach staff from the initial planning stages through the implementation process to ensure compatible graphics, font and formatting
- Providing on-going maintenance support of translated pages as needed for a period of one year after implementation

KCLS maintains the right to award only a portion of the list of services.

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 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 – Cost of Services

Provide a proposed fee structure for charges associated with web content translation for one language, consulting on web content organization and navigation, on-going support for maintaining translated web pages, and other charges applicable from the planning stages through the implementation process.

The vendor shall be responsible for applying accurate taxes and fees in effect on the date of proposal submission. Each tax and fee to be paid by KCLS should be listed as a separate line item. The vendor shall be responsible for the payment of business registration fees, permits, licenses, business and occupation taxes and all other taxes except Washington state sales tax payable to the vendor by KCLS.

Part Three – Company Qualifications

Provide:

- Information about your company history, mission, philosophy, and size
- A sampling (approximately three web addresses) of translated web pages in Spanish produced by your company
- A list of 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 Four – Staff Qualifications

Provide the names, backgrounds, and resumes of key personnel who would be involved.

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
KCLS Website Translation Proposal

The proposal must be received no later than 5:00 P.M. on October 2, 2009 at:

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

Proposals received by KCLS after 5pm (Pacific Time), October 2, 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 September 14, 2009** to:

King County Library System

Attn: Purchasing
960 Newport Way NW
Issaquah, WA 98027

The words “**KCLS Website Translation 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 distributed in writing to all organizations that have provided contact information for this purpose. 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) Quality of Spanish translations based on sample materials
- 2) Experience providing website translation services
- 3) Cost and reasonableness of proposed fee structure
- 4) Quality of references
- 5) Ability to complete the project by December 31st, 2009 (excluding on-going maintenance of translated pages)

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:

09/02/09	RFP Issued
09/14/09	Deadline for receipt of written requests for clarification
09/18/09	Responses to written requests for clarification
10/02/09 5:00 P.M.	Deadline for receipt of proposals
10/02/09	Opening of proposals
10/02/09	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 Award of KCLS Website Translation 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.