



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

December 12, 2010

**REQUEST FOR PROPOSALS #XXXX
FOR
ENHANCEMENT DATABASE SYSTEM**

Proposals Due:

???

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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 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 44 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 is preparing to migrate its primary information system (the Integrated Library System or ILS) to an open-source ILS called Evergreen. Evergreen is currently being used by several prominent library systems in Georgia, British Columbia, Michigan, Indiana, and elsewhere.

KCLS is in the midst of a substantial development project to enhance the functionality of the Evergreen system. Once migrated to Evergreen, we anticipate a continual process of modifying and enhancing the system to a greater degree than we have heretofore modified any ILS.

This RFP seeks proposals for an Enhancement Database System (EDS) that will be used by KCLS and by other libraries to enter, organize, and manage ongoing enhancement and development requests for the Evergreen System.

SECTION TWO – SCOPE OF WORK

The proposed EDS may involve the implementation of existing database software applications and tools, the custom development of new database management applications or tools, or some combination of both.

The proposed EDS should have functionality to address the following specific goals:

1. Easy manual entry of enhancement requests in a format that will accommodate functional specifications already developed by KCLS. (See the format of existing KCLS specifications at this weblink: xxxx)
2. Flexible automated merging of existing KCLS specifications plus other specifications that exist in conventional formats (MS Word documents, Excel Spreadsheets, etc.)
3. The ability to designate a sponsoring library for any given request
4. Excellent reporting functionality to sort and organize requests by a variety of criteria
5. The ability for multiple libraries to endorse a request
6. The ability for multiple libraries to specify a level of financial commitment to a given request
7. The ability for the system to set and manage to a financial target for a given request

8. Differentiation between an open wish list, and reviewed and qualified requests
9. Review queue functionality to facilitate easy review of open requests and easy routing into review categories (i.e. priority level, pending, tabled, reviewed, approved, done, etc.)
10. Excellent archiving, searching, and retrieval functions
11. The ability to group requests into software releases and release time schedules
12. The ability to record testing results (the testing of the functionality of a given request) and the ability to track a request through various statuses from conception through final acceptance testing
13. The ability to manage editing of requests from multiple sources and identify and track changes as the request evolves
14. The ability to merge, de-duplicate, and delete requests
15. The database(s)/application(s) should be flexible to allow for future development. Open-source solutions are preferred.
16. The ability to add tags and search requests by keywords.
17. The EDS solution should allow for simple web-based entry, review, and editing from any conventional web-browser.
18. The EDS should employ an underlying database structure that provides for easy custom queries and custom report development by the user.

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 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.

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

Proposals should address the following areas:

- 1) Project Planning

- a) Create and include a project plan and timeline for the EDS project. (MS Project format preferred)
- 2) Project Management
 - a) Specify project manager who will be the primary contact for the project.
 - b) Define all roles and responsibilities for the vendor and for KCLS
- 3) Design/Functionality
 - a) Address all of the functions and services provided by the EDS 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 all of the operating systems, database management systems, and software applications used in the EDS solution
 - d) Specify expansion thresholds and processes for system growth
- 4) Development
 - a) What will our process be for change orders to the original specification?
 - b) What is your cost structure for custom programming?
- 5) Documentation
 - a) Include soft-copies of user and technical system documentation
- 6) Testing/Acceptance
 - a) Specify software functional testing and acceptance processes and criteria, and correlate these to project milestones.
 - b) Specify system performance testing and acceptance processes, criteria, and benchmarks.
- 7) Training
 - a) How will KCLS staff be trained on the EDS
 - b) Specify training timetables and deliverables in the project plan
 - c) Differentiate specific KCLS and Vendor roles and responsibilities relative to training
- 8) Implementation
 - a) Provide a thorough description of system implementation processes
 - b) Specify implementation timetables and deliverables in the project plan
 - c) Differentiate specific KCLS and Vendor roles and responsibilities relative to implementation
- 9) Technology, Support, and Maintenance:
 - a) What are KCLS' roles and responsibilities for ongoing maintenance of the EDS?
 - b) What are the vendor's roles and responsibilities for ongoing maintenance of the EDS?

- 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
Enhancement Database System Proposal

The proposal must be received no later than **5:00 P.M. on March 11, 2005** at:

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

Proposals received by KCLS after 5pm (Pacific Time), March 11, 2005, 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 February 25, 2005 to:**

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

The words “**Enhancement Database 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:

6/3/05

RFP Issued

6/17/05	Deadline for receipt of written requests for clarification
6/24/05	Responses to written requests for clarification
7/6/05	Deadline for receipt of proposals
7/6/05	Opening of proposals
7/6/05	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 Enhancement Database 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.