



REQUEST FOR PROPOSAL (RFP) – BID# 7536377

TALKING BOOKS PLUS SERVICES

SUBMISSION DEADLINE: Wednesday, December 11, 2013 at 11:45 AM (ET)

PRE-BID CONFERENCE: **NO**
 YES _____

Mandatory: **NO**
 YES: Any vendor who intends to submit a bid proposal in response to this solicitation must have its designated representative attend the mandatory pre-bid conference. The representative must register at the pre-bid conference and disclose the identity of the vendor whom he/she represents. Because attendance at the pre-bid conference is mandatory, a vendor’s failure to attend and register at the pre-bid conference shall result in disqualification of the vendor’s bid proposal as non-responsive to the solicitation.

Buyer Name: GAIL WALSH
Title: CHIEF BUYER

QUESTIONS concerning this solicitation must be received by the Division of Purchases at (gail.walsh@purchasing.ri.gov) no later than (Wednesday, November 27, 2013, 5:00 PM (ET)). Questions should be submitted in a *Microsoft Word attachment*. Please reference the bid number (Bid #7536377) on all correspondence. Questions received, if any, will be posted on the Rhode Island Division of Purchases website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: NO

BOND REQUIRED: NO

DISK BASED BID: NO

NOTE TO VENDORS:
Vendors must register on-line at the Rhode Island Division of Purchases website at www.purchasing.ri.gov. Offers received without the completed four-page Rhode Island Vendor Information Program (RIVIP) Generated Bidder Certification Cover Form attached may result in disqualification.

THIS IS NOT A BIDDER CERTIFICATION FORM

REQUEST FOR PROPOSALS

**WAREHOUSING, SHIPPING, RECEIVING, CIRCULATION, DATABASE and ONLINE
PUBLIC ACCESS CATALOG (OPAC) SERVICES**

TALKING BOOKS PLUS (RITBP)

OFFICE OF LIBRARY AND INFORMATION SERVICES (OLIS)

OPERATIONAL PLAN 2014 - 2018

Section 1- INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Office of Library and Information Services, is soliciting proposals from qualified firms and organizations to provide analog cassette and digital book storage, analog and digital player storage, and mailing of cassette and digital books, braille books, described videos, and DVDs to members of Talking Books Plus, the Rhode Island Regional Library for the Blind and Physically Handicapped. In addition, the vendor will provide all shipping, receiving, collection management, and storage of the collection and equipment at an approved building location and facility with sufficient staff to complete all daily work activities and routines. The vendor will also secure access, maintain, and upgrade approved software to facilitate the daily shipping, receiving, collection management, and access to the on-line public catalog for all members of RITBP and its staff. Firms and organizations must meet the requirements as described elsewhere herein, and their proposal must be in accordance with the terms of this Request and the State's General Conditions of Purchase.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

Potential offerors are advised to review all sections of this solicitation carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.

Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and may not be considered. The "Official" time clock is in the reception area of the Division of Purchases.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This will be a requirement only of the successful bidder (s).

Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws.

Also, Submitters should be aware of the State's MBE requirements, which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the State MBE Administrator at (401) 574-8253 or charles.newton@doa.ri.gov. Visit the website <http://www.mbe.ri.gov>.

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

Equal Employment Opportunity (RIGL 28-5.1)

§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via email raymond.lambert@hr.ri.gov.

Subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

RIGL 37-13-3.1 State public works contract apprenticeship requirements. * (a) Notwithstanding any laws to the contrary, all general contractors and subcontractors who perform work on any public works contract awarded by the state after passage of this act and valued at one million dollars (\$1,000,000) or more shall employ apprentices required for the performance of the awarded contract. The number of apprentices shall comply with the apprentice to journeyman ratio for each trade approved by the apprenticeship council of the department of labor and training.

ARRA SUPPLEMENTAL TERMS AND CONDITIONS

For contracts and sub-awards funded in whole or in part by the American Recovery and Reinvestment Act of 2009. Pub.L.No. 111-5 and any amendments thereto, such contracts and sub-awards shall be subject to the Supplemental Terms and Conditions for Contracts and Sub-awards Funded in Whole or in Part by the American Recovery and Reinvestment Act of 2009.

Pub.L.No. 111-5 and any amendments thereto located on the Division of Purchases website at www.purchasing.ri.gov.

The following activities will be required of the vendor during the 5 years of the contract:

- Store, maintain, catalog, ship, and receive talking books audio cassettes to and from Rhode Island Talking Book Plus members, the National Library Service program, and Rhode Island Talking Books Plus on a daily basis, Monday through Friday.
- Store, maintain, catalog, ship, and receive digital cartridge books to and from Rhode Island Talking Book Plus members, the National Library Service program, and Rhode Island Talking Books Plus on a daily basis, Monday through Friday.
- Store, maintain, ship, and receive talking book machines and digital players to and from Rhode Island Talking Book Plus members, the National Library Service program, Rhode Island Talking Books Plus and volunteer repair organizations such as the Telephone Pioneers, GE Volunteers and other machine repair organizations on a daily basis, Monday through Friday.
- The vendor will make monthly trips to local machine repair volunteers to pick up repaired machines and drop off broken machines or mail and receive talking book machines to/from repair organizations when the distance is less than 250 miles round trip.
- The vendor will perform a biennial machine audit and reconciliation of all talking book machines and digital players every two years (2015 and 2017) (BPHICS). During the opposite years (2014, 2016, and 2018), the vendor will conduct a self-audit of machines to ensure records are current and accurate.
- The vendor will be responsible for monthly statistical reporting to the National Library Service program and its representatives as directed by the Office of Library and Information Services.
- All equipment, space, staff, database and online telecommunications, and management for the identified resources will be provided by the vendor in an approved facility.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal; in addition to price, there will be no public opening or reading of the responses received by the Division of Purchases pursuant to this Request. The Office of Library and Information Services reserves the right to reject any and all proposals which it determines will not meet the requirements as described elsewhere herein.

Type of Contract - Multi-Year Service Contract

Multi-Year Service contract for 12 month periods will be at the discretion of the State. Termination may be effected by the State based upon determining factors such as unsatisfactory performance or the determination by the State to discontinue the service, or to

revise the scope and need for service; also management owner determinations that may preclude the need for service and subject to availability of funds.

Period (s) of Performance:

- 2014 - 1/1/14 to 12/31/14 (12 months)
- 2015 - 1/1/15 to 12/31/15 (12 months)
- 2016 - 1/1/16 to 12/31/16 (12 months)
- 2017 - 1/1/17 to 12/31/17 (12 months)
- 2018 - 1/1/18 to 12/31/18 (12 months)

Section 2 - BACKGROUND AND PURPOSE

The Office of Library and Information Services is the official agency responsible to the National Library Service for the Blind and Physically Handicapped, Library of Congress, for provision of specific "talking book" services for registered members of Talking Books Plus. These patrons are individuals who are unable to use standard print, and are provided with special reading materials and equipment through the National Library Service program. Talking books audio cassettes, digital cartridges, braille books, digital magazines, described DVDs and videos, talking book machines and other supporting materials are mailed through the U.S. Postal Service "Free Matter for the Blind" tariff directly to individuals qualifying for this service.

The Office of Library and Information Services (OLIS) seeks to continue to offer talking books in the most economical and cost-effective manner possible while maintaining and improving the quality of the services it provides. Thus, OLIS is currently seeking a vendor to provide the shipping, receiving, on-line public access catalog and database, circulation and warehousing functions necessary to the operation of the overall services of Talking Books Plus. Any change in operational procedures must be transparent to the members; that is, members must not be required to change their own procedures. All member contact is through the staff of the RI Talking Books Plus (RITBP) program. Physical Materials are shipped to members through the U.S. Postal Service, using the FREE MATTER FOR THE BLIND mailing notification and, likewise, returned to the address that is pre-printed on the reverse side of the mail card. Any change in the operational plan will be subject to the approval of the Office of Library and Information Services.

Service to patrons must continue at least at the current level of quality and quantity, that is:

- requests for materials are entered into the RITBP automated database system by RITBP staff before 5:00 p.m. on any given day (Monday thru Friday), and are processed and shipped on the following business day by the vendor if the material is currently available;
- special requests for materials made by RITBP staff, currently fewer than ten (10) items per day, are shipped on the same day by the vendor.
- approximately 45,000 items are shipped each year via the automated KLAS system.

Section 3 - SCOPE OF WORK

The Vendor will perform all necessary warehousing, processing, shipping and receiving functions relating to circulation of "Talking Books" to registered members of RITBP. "Talking Books" include all items in Federal and commercial categories such as Recorded Cassettes (RC), Digital Book cartridges (DB), Magazines on Digital Cartridges (MOC), Cassette Talking Book Machines (CBM), Digital Talking Book Machines (DTB), Braille books, described DVDs and videos. In addition, other materials may be designated for handling and mailing within the 5 year time of the contract. The Talking Books and equipment are, and will remain, the property of the United States Government and the Office of Library and Information Services.

Functions included in the agreement are direct circulation of materials to patrons through the U.S. Postal System under the FREE MATTER FOR THE BLIND tariff, inspection, repair and replacement of missing items, warehousing, an online public access catalog, and inventory control. The Vendor will make available on a 24 hours a day / 7 days a week basis an internet-based circulation and database system with an online public access catalog component that allows RITBP and its members to review their records in the online system using the Keystone Systems, Inc. software KLAS version 7.5 and above (see <http://www.klas.com/>).

In order to use the KLAS system, all digital records of RITBP members must be transferred to KLAS v 7.5 by the beginning of the contract period at the vendor's expense. All training and travel costs associated with training the vendor's staff will be the responsibility of the vendor. Software security features will maintain the confidentiality of patron records. Specific elements of each function are outlined below.

The Vendor is also responsible for replacing the OCR-A identification labels on the present collection with bar code labels that resist damage from circulating through the U.S. Postal Service and form a strong bond to the containers. All cassette books, digital books, and special materials mailed to members must have bar code labels affixed to them. The Vendor is also responsible for adding these labels to new items added to the collection during the term of this contract including digital talking books. (Samples of acceptable bar code labels will be provided at the Pre-proposal Conference.) If bar code labels on talking book materials become unnecessary due to a change in the shelving system, the vendor will not be responsible for labeling new materials with bar codes. Any changes to a new system must be agreed to by Office of Library and Information Services.

Note: Direct patron services such as readers' advisor, reference, referral, interlibrary loans, and liaison with the National Library Service will be performed by RITBP staff and are not included in the Vendor's contract.

WAREHOUSING:

The Vendor must process and ship on the next business day requests from the previous business day via the U.S. Postal Service by 8:00 am.

Projected growth in the number of digital cartridge titles to be stored per year is 2,500 titles per year. In addition, multiple copies of these titles will be maintained on site in the approved facility for mailing to members.

All materials and equipment must be stored in a controlled, secure environment, where the materials and equipment will not be damaged by excessive heat or cold, and will not be subject to pilferage or other loss or damage. Temperature must be maintained within the range of 68 to 74 degrees F; relative humidity must be maintained within the range of 45 to 55 percent. The State reserves the exclusive right to determine that a site or location is not acceptable for this purpose.

The Vendor must provide for, and bear all costs for, moving and shelving the materials to be warehoused and any training needed to use the online public access catalog and circulation system by their staff. The Vendor must have the collection ready for service to resume on the first day of the contract's start date.

CIRCULATION:

The Vendor will produce mail cards from the KLAS circulation system. The Vendor will print mail cards on a daily basis, so that the desired items can be picked, checked out, and prepared for shipping before 8:00 a.m. on a given day.

The Vendor must provide at its own expense the server, software, licensing and contract with Keystone Systems, Inc. The vendor must house or provide complete access to the online public access catalog, circulation system and KLAS software upgrades as necessary. Also, the vendor must provide any additional software programs and other equipment necessary to use, access and support the online KLAS system. In addition, the vendor must make professional help desk staff available to all Talking Books Plus staff to support questions, inquiries and problems regarding the various components of the system.

The Vendor must work out the technical details of printing the mailing cards with the OLIS/RITBP liaison or his representative, and must purchase and maintain, at its own expense, a laser printer capable of handling printing on card stock and printing the postal bar code, as well as the required mail card stock with pre-printed return address information. The vendor will be responsible for purchasing the required mail card stock.

The Vendor will prepare outgoing materials by 8:00 am for pickup by the U.S. Postal Service on a daily basis (Monday – Friday). The Vendor will also receive or pick up all incoming materials on a daily basis (Monday – Friday) in accordance with the requirements of the U.S. Postal Service.

Approximately 1,800 items are shipped and received weekly, with the average number of items to be shipped or received on a given day ranging from 150 to 500.

INSPECTION:

All returned recorded book containers will be opened, inspected for damage and checked for correct title and contents, and checked in and shelved the same day. All books that have missing or damaged tapes/digital cartridge will be repaired or replaced by the vendor as necessary as quickly as possible.

INVENTORY CONTROL AND COLLECTION DEVELOPMENT:

The Vendor will maintain the collections in good order, to assure rapid and efficient retrieval of items at any time. The Vendor shall affix bar code labels to all new items added to the collection to ensure proper inventory control. Items returned from circulation will be checked in, inspected and re-shelved promptly in the proper order.

The Vendor will maintain an on-going inventory, and will conduct a complete physical inventory of all items on hand at least once per year at times agreed upon by the OLIS liaison.

Annually (usually in the Spring or Fall), the vendor will participate in the XESS process through the National Library Service for RITBP. The vendor will delete the item records (approximately 500 annually) from the system individually as the containers are matched with the mail cards. The deleted items will be shipped to libraries specified on the mail cards.

Also annually, RITBP staff may give the vendor a list of items to be discarded. The Vendor will delete item records for items being discarded. The Vendor will dispose of discarded items in accordance with instructions received from the OLIS liaison at the time. There are no direct costs for the disposal, but the containers must be bagged to be shipped via the U.S. Postal Service to recycling or disposal sites as designated by the National Library Service.

New materials to be added to the RITBP collection will be sent directly to the vendor from the National Library Service. The vendor will be responsible for entering information into the KLAS system regarding ownership, author, title, book number, description, subject codes, reading level, narrator, voice, language, number of digital cartridges for a book, reading exclusion criteria, etc. from the book cards sent with the titles and/or the NLS online catalog.

The online database will include complete access to the KLAS SHELF Project and local regional titles produced for RITBP.

The vendor will increase access to physical titles by using the "Brick" system to duplicate on demand physical digital copies of books and magazines available as digital files in the physical and virtual collections of the National Library Service and mail such copies to RITBP members during each year of the contract as follows:

2014 - 1/1/14 to 12/31/14: up to 500 titles
2015 - 1/1/15 to 12/31/15: up to 600 titles
2016 - 1/1/16 to 12/31/16: up to 700 titles
2017 - 1/1/17 to 12/31/17: up to 750 titles
2018 - 1/1/18 to 12/31/18: up to 800 titles

Requests for digital titles through the "duplication on demand" process will be made by RITBP staff via email, telephone calls, or automated KLAS system processes.

PERFORMANCE:

Mail cards will be produced no later than 8:00 a.m. Monday through Friday each week, in accordance with the approved calendar. At least 99% of items for which mail cards are produced will be shipped out within 24 hours, 100% within 48 hours.

100% of returned items will be checked into the KLAS system and re-shelved or repaired as appropriate daily, usually within 24 hours of receipt. Any pattern of failure to perform at these levels shall be grounds for immediate and unconditional termination by the State, with the immediate return of all State and/or Federal owned materials.

The Vendor will report promptly to the OLIS liaison all problems and questions regarding contract services.

COSTS:

The full schedule of costs for the entire period of the agreement shall be attached by the Vendor as Appendix I. Proposals shall be based on two alternatives: a per transaction cost for each item and a flat monthly rate for services provided. Both cost proposals are required.

The cost proposals must consider the entire requirements of the program including the storage of digital cartridge books, digital magazines, audio cassette books, braille books, described DVDs, digital players and audio cassette players for members of the RITBP program; the daily shipping, receiving, and collection management of these listed items Monday through Friday for each year of the contract in an approved facility; access to materials in the KLAS SHELF Project; duplication of digital titles onto physical media on demand; and the database resources and the Online Public Access Catalog with the Keystone Library Automation System Version 7.5+ for RITBP staff and members of the RITBP program.

Firms and organizations must meet the requirements as described elsewhere herein, and their proposal must be in accordance with the terms of this Request and the State's General Conditions of Purchase.

ADDITIONAL COST PROPOSALS - SPECIAL SERVICES

The vendor must be capable of offering for a separate fee the following special services during each year of the contract (1/1/2014 – 12/31/2018)

1. Recording and brailleing of RITBP newsletters, brochures and correspondence to patrons and agencies during each year of the contract.
2. Audio production, digital recording, and online bibliographic control within the KLAS system of up to 12 original book titles, serials, and other media collection resources for the Talking Books Plus program during each year of the contract.

These cost proposals for number 1 and 2 shall be based on a per transaction cost for each item and/or service provided by the Vendor in Appendix II.

CONTRACT PERIOD:

The contract shall be for the period from January 1, 2014 through December 31, 2018. Termination may be effected by the State based upon determining factors such as unsatisfactory performance or the determination by the State to discontinue the service, or to revise the scope and need for service; also management owner determinations that may preclude the need for service and subject to availability of funds. In the case of termination, provision shall be made for the immediate return of State and/or Federal owned materials and property.

RESTRICTIONS:

This agreement, with all attachments, constitutes the entire agreement between the State of Rhode Island and the Vendor. No assignment of rights or responsibility will be permitted except with the express written permission of the State.

The State recognizes no successor rights under this agreement, and the agreement shall be considered to be voided in the event of any transfer of ownership interest in the Vendor's business.

The OLIS liaison shall serve as primary liaison between Talking Books Plus, the Vendor, the KLAS contractor, the National Library Service and volunteer machine repair organizations. The OLIS liaison may designate an alternate representative for times he/she is not available due to illness or other circumstances. The primary liaison will notify the Vendor via email or telephone concerning the change. No requests from other agencies or patrons shall be handled directly by the Vendor, and no payment(s) shall be authorized for any service(s) not authorized by OLIS. The Vendor will assign an official contact (liaison) for the purposes of this agreement.

RESOLUTION OF PROBLEMS:

The resolution of problems shall be negotiated between the Vendor Contact, the OLIS Liaison, and the Division of Purchases. OLIS agrees not to withhold payment pending an investigation by the Vendor and OLIS. Any credit due resulting from such investigation shall be applied to a subsequent billing.

SECTION 4 - PROPOSAL SUBMISSION

Interested firms or organizations may submit proposals to provide the services covered by this Request on or before the date and time indicated on Page One of this solicitation. Proposals received after this time and date will not be considered.

Proposals must include the following:

1. A letter of transmittal signed by an owner, officer, or authorized agent of the firm or organization, along with a completed and signed RIVIP Bidder Certification Cover form downloadable at www.purchasing.ri.gov .
2. A copy of the certificate of incorporation issued by the Rhode Island Secretary of State.
3. A copy of the most current annual report filed with the Rhode Island Secretary of State under R.I.G.L. 7-1.1-118.
4. A current copy of the Vendor's certificate of insurance indicating provider, policy number, term of policy, and coverage.
5. A **separate sealed** Cost Proposal reflecting the fee structure proposed for this scope of service including completion of Cost Proposal Summary Sheet.
6. A work plan proposal for the scope of service to include the following information:
 - how the daily shipping and receiving needs will be met
 - how and where materials will be stored by the Vendor
 - how climate control and security issues will be resolved
 - who will be the Vendor's official contact (liaison)
 - how an online public access catalog and database will be accessed
 - how patrons and RITBP staff will interact with the online public access catalog
 - how the online public access catalog and circulation system will be supported and maintained
 - how the materials will be checked in and out of the system
 - how the collection will be transferred to the vendor site

- how materials will be duplicated on demand for physical, digital access

7. The Vendor must:

- examine the proposed agreement for warehousing, shipping, receiving, circulation and online public access catalog services, making any necessary recommendations for changes
- agree to terms specified, with recommended necessary changes
- agree to bill monthly for services provided
- submit a calendar of holidays on which shipping and receiving services will not be provided (Appendix III)

8. The vendor must provide previous experience and background to include the following:

- a comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects
- a description of the business background of the vendor (and all subcontractors proposed), including a description of their financial position
- the vendor's status as a Minority Business Enterprise (MBE), certified by the RI Minority Business Enterprise Compliance Office
- Equal Employment Compliance Plan
- a description of the vendor's experience with online public access catalogs and circulation systems for libraries (particularly libraries for the blind) and duplication on demand

9. A completed and signed W-9 (taxpayer identification number and certification) which is downloadable at www.purchasing.ri.gov. **Please include with original proposal only.**

10. Responses (an original plus three (3) copies) should be mailed or hand-delivered in a sealed envelope marked "**RFP #7536377: Talking Books Plus Services**" to:

RI Dept. of Administration
Division of Purchases, 2d floor
One Capitol Hill
Providence, RI 02908-5855

11. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CDRom, diskette, or flash drive). Microsoft Word / Excel or .pdf format is preferable. Only one electronic copy is requested and it should be placed in the proposal marked "original."

Contractor assumes all responsibilities for proposals submitted by mail or commercial delivery service. Proposals misdirected to other state locations or which are otherwise not present in the Office of Purchases at the time of opening, for any cause, will be determined to be late and will not be considered. Faxed responses will not be considered.

SECTION 5 - EVALUATION AND SELECTION

EVALUATION OF TECHNICAL PROPOSALS: (evaluation points 60)

The State will commission a Technical Review Committee, which will evaluate and score all proposals, using the following criteria:

Any proposal that does not include any one of the following required submissions may be rejected:

- letter of transmittal signed by an owner, officer, or authorized agent of the firm or organization
- copy of the Certificate of Incorporation issued by the Rhode Island Secretary of State
- copy of the most current annual report filed with the Rhode Island Secretary of State under R.I.G.L. 7-1.1-118
- current copy of the Vendor's certificate of insurance indicating provider, policy number, term of policy, and coverage
- name of the Vendor's official contact (liaison) for the purpose of this proposal

- calendar of holidays on which shipping and receiving services will not be provided (Appendix III)
- written notification that the Vendor has examined the proposed agreement for warehousing, shipping, receiving, and database services; that the Vendor agrees to the terms specified, with the changes, if any, specified in its proposal as submitted; and that the Vendor agrees to bill monthly for the services provided

Technical proposals will be evaluated on the basis of:

- 1) The proposed work plan for the scope of the service (30),
 - how the daily shipping and receiving needs will be met (10)
 - how and where materials will be stored by the Vendor as well as how climate control and security issues will be resolved (5)
 - what online system will be used for the online public access catalog and circulation and how shipping cards will be printed (5)
 - how duplication on demand services will be met (10)

- 2) Vendor's experience and technical capability (30), including:
 - Site visit to the Vendor's facility showing compliance with needs of RITBP for warehousing, shipping, receiving, circulation, and online public access catalog (10)
 - Vendor's previous experience and background (20), including:
 - a comprehensive listing of similar projects undertaken and/or similar clients served, including a brief description of the projects (5)
 - a description of the vendor's experience with online public access catalogs and circulation systems for libraries) particularly libraries for the blind) (8)
 - a description of the vendor's experience with and facilities for recording digital books (3)
 - a description of the business background of the vendor (and all subcontractors proposed), including a description of their financial position (2)
 - the vendor's status as a Minority Business Enterprise (MBE), certified by the Minority Business Enterprise Compliance Office (2)

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

EVALUATION OF COST PROPOSALS: (evaluation points 40)

After technical review, the Proposals will be reviewed on the basis of the Cost Proposal Summary, including:

- 1) completeness of the cost proposal, including cost figures for all requested items (10)
- 2) total cost of the proposal over the five-year period (30)

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all responses, and to award in its best interest.

Responses found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. The State reserves the right to reject any or all responses submitted and to waive any informalities in any vendor's submission.

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