

Anythink Libraries
Request for Proposal

DVDs, Music CDs, Blu-ray Discs and Related Value-Added Services

Date issued: September 17, 2013

Response due: November 15, 2013 by 4 pm



anythink™

A REVOLUTION OF RANGEVIEW LIBRARIES

Anythink Libraries invites sealed bids for the purchase of library materials and related processing and cataloging services for the period commencing January 1, 2014, and ending December 31, 2016, until:

**4 pm
Friday
November 15, 2013**

Awards will be made to selected vendors on or before December 1, 2013.

Responses may be delivered in person addressed to Logan Macdonald and left at 5877 East 120th Avenue, Thornton, CO 80602 or mailed to:

Anythink Libraries
RFP Selection Committee
Attn: Logan Macdonald
5877 East 120th Ave.
Thornton, CO 80602

Anythink Libraries does not accept emailed or faxed bids.

General questions should be directed to Collection Development Director Logan Macdonald at:

Anythink Libraries
5877 East 120th Ave.
Thornton, CO 80602
Tel.: 303-405-3293
Fax: 303-451-0190
Email: lmacdonald@anythinklibraries.org

However, no oral interpretations shall be made to any respondent as to the meaning of any of the bid documents. Every request for an interpretation shall be made in writing and mailed, faxed, or emailed to the address listed above. Such questions must be received at least seven (7) calendar days before the established date for receipt of bids.

1. Purpose and Background

Anythink Libraries is seeking proposals from vendors for the purpose of obtaining information and firm bids for vendors of DVDs, music CDs, Blu-ray discs and related services.

Anythink Libraries is proud to serve the residents of Adams County, Colorado, through its seven locations serving the communities of Bennett, Brighton, Commerce City, Northglenn, Thornton and the Perl Mack neighborhood of Denver. For community members outside of these areas, the district offers outreach services through its Bookmobile, Anythink in Motion.

Originally the Adams County Public Library, Anythink Libraries became independent from Adams County in 2004 and now operates as its own entity overseen by a five-member Library Board of Trustees appointed by the Adams County Commissioners. ACPL was founded in 1953, and first

served county residents solely out of a bookmobile. The district has grown exponentially in the past 50+ years to its current seven libraries.

Anythink currently uses the SirsiDynix Horizon integrated library system.

Anythink seeks to establish a contract with one or more vendors for a wide range of materials for adult, teen and juvenile audiences and vendor services.

The budget for DVDs, music CDs, Blu-ray discs for calendar year 2014 is \$375,000 from all funding sources. Anythink intends to divide this budget among selected vendors and therefore cannot guarantee the actual amounts that will be purchased from any one vendor. Anythink in its sole discretion will decide which selected vendor is most suitable to provide required materials and services for each order.

2. Scope of Services

Anythink is seeking a wide range of vendor services for cost-effective and timely provision of DVDs, music CDs, Blu-ray discs for adult and juvenile audiences as well as selection tools, physical processing, cataloging and other value added services.

Value-added services include but are not limited to: automatic order plans, web-based bibliographic resources, selection lists and other selection tools, electronic transmission of orders and selection lists, electronic order responses and invoices using the EDIFACT standard, and MARC catalog records and shelf-ready item services, including adaptive and copy cataloging and physical processing including digital processing of cover art.

3. 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.

3.1 Executive Summary

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

3.2 Proposal Details-Vendor Qualifications

The following questions relate to the vendor's company-wide practices and procedures. **NOTE:** Questions related to vendor "value-added services" (e.g. automatic order plans, selection tools and lists, cataloging, physical processing services, etc.) are listed in Section 3.3 and questions related to discounts and terms extended by the vendor are contained in Section 3.4.

Please note any fees that would be charged by the vendor for any of the services described below. If a service that is described is *not* one that can be provided, please mark as "NA" (not applicable).

3.2.1 Shipments and Invoicing

3.2.1.1 Packing slips

Describe the format of packing slips provided and in what order the titles are listed. Indicate whether packing slips are routinely included with all shipments and whether boxes containing packing slips are clearly labeled as such. Enclose a sample of the packing slip.

3.2.1.2 Invoicing

Provide evidence of invoice generating flexibility. Detail the vendor's ability to separate invoices by account number.

a. Invoicing must include at a minimum:

- Account number
- Invoice number
- "Bill to" name and address
- "Ship to" name and address
- Purchase order and individual title order number
- Title/author
- Format (e.g. DVD, CD, Blu-ray)
- Number of copies
- List price of title
- Discount (percentage)
- Discount cost for material
- Net total cost for all copies of material (after discount)

b. Value-added services (processing and catalog) added to product invoices as a separate item.

c. Provide a sample invoice for materials and value-added services.

d. Detail the vendor's ability to provide all invoices in duplicate.

e. Indicate whether EDIFACT invoicing is available with Horizon.

f. Provide information regarding the online or electronic availability of invoices and statements.

3.2.1.3 Packing and marking shipments

Describe how shipments are packaged and labeled and what types of materials are used for the boxes and packing. Include information about the numbering of boxes within a shipment (1 of 6, 2 of 6, for example) and where the numbering is located on the boxes. Indicate how boxes with packing slips or master packing slips are marked.

3.2.1.4 Method of shipment and shipping charges

Describe how shipments are sent, which types of carriers are used, and how deliveries are made. Include information on point of shipment for the bulk of orders that would be filled for Anythink and where secondary points of shipment are located. Also include average shipment times and describe how shipping charges are calculated and what percent of the value of the shipment is generally represented by shipping charges (for example, “an average of 2.5 percent of invoice total”).

If there is no charge for shipping to Anythink, so declare.

NOTE: Anythink is generally unable to accept deliveries on pallets. If deliveries are shipped on pallets, please indicate whether any extra shipping charges may apply for inside delivery from the shipper and provide pricing. Please indicate whether Anythink can select a different delivery method if such charges are applicable.

3.2.1.5 Partial Shipments

Anythink may choose to accept partial shipments from orders. Please detail how partial shipments are handled in processing, shipping, and invoicing.

3.2.2 Payment

Anythink prefers to pay online by credit card. Please detail payment options and discounts for early payment.

3.2.3 Credits and Returns

Describe the vendor’s policy for issuing of credit and acceptance of returns for damaged shipments, short shipments, wrong titles supplied, etc. Provide samples of forms and paperwork for returns and credit. Indicate whether customers are enabled to complete a “self credit” form for incomplete or damaged shipments and whether a return authorization number is required for returns. Also, please indicate if self-credit memos can be done by e-mail or online.

3.2.4 Cancellations and Backorder reports

Describe the types of backorder status reports provided, how frequently and in what format the reports are sent, whether the vendor provides status feedback on claims submitted in paper as well as automated electronic overlay updates for order status using EDIFACT order responses in Horizon. Provide samples of the reports. Describe the cancellation policies for orders and backordered items. Please indicate if cancellation and backordered title information is accessible online.

3.2.5 Ordering Methods

Describe the types of orders accepted (e.g. mail, fax, phone, electronic, etc.). Also describe how accounts for different types of orders (e.g. DVD, CD, Blu-ray, adult, juvenile, rush, special processing services, etc.) are profiled and set up. Indicate how rush orders are handled. Describe the software and equipment required for electronic ordering and whether the vendor can receive electronic orders generated from Horizon in the EDIFACT format. Indicate if orders can be transmitted electronically from lists produced on a web-based bibliographic database and whether the vendor website includes stock information.

If the vendor has several warehouses, please indicate whether the library must select a warehouse when an order is placed and any related requirements or changes in the order process. Please describe how orders are filled if the vendor's primary warehouse does not have enough stock to fill an order.

Please describe any special ordering processes required to guarantee receipt of popular titles ahead of street date.

Anythink currently uses the 970 tag in a brief MARC record downloaded from the vendor website to transmit order information into Horizon. The order is then transmitted to the vendor by EDIFACT. Describe the vendor's ability to work within this current workflow.

3.2.6 Turnaround Time

Describe the average turnaround time (including physical processing and cataloging of materials) for:

- rush orders
- in-stock items
- no stock or insufficient stock items
- popular titles ordered in advance of street date

Describe the vendor's ability to deliver fully processed and cataloged materials ahead of street date.

3.2.7 Fill Rates

Describe the average fill rates using percent (%) figures for materials.

3.2.8 Bibliographic Products and "In Stock" Information

Describe the various catalogs and publications provided. Describe any electronic bibliographic/product databases and how these databases can be accessed and used by a customer. Include descriptions of how lists can be generated by customers from the site, how such lists can be sorted, and the types of information (i.e. full title, price, format, standard numbers, etc.) included. Also indicate whether in-stock information for titles is available online. Also provide details of how the vendor's online bibliographic tools interface with Horizon. List any charges or fees associated with use of the vendor's bibliographic database and/or other vendor-supplied selection tools and services.

3.2.9 Customer Service

Please describe how the vendor handles customer service issues. Anythink prefers to have at least one dedicated staff member available to handle customer service issues unable to be solved by front-line customer service staff. Please include information on the vendor's ability to accommodate this preference. Also, please list the hours that customer service staff is available and the communication methods by which they can be reached (e.g. phone, email, fax, etc.).

3.2.10 Processing Services for DVDs

Please note whether the vendor can supply the listed processing services for the components that are being proposed. Describe the types and brands of processing materials used. Proposals shall define warranties for equipment, parts and labor; and shall include delivery lead times. Please comment on services if needed.

Please provide one or more samples of digital cover art processing services available from the vendor.

Please describe any benefits or limitation of vendor-supplied processing services that would interest Anythink, including whether the service has an impact on the delivery of titles before street/release date.

Description of service:

1. Removal of plastic overwrap and security stickers
2. If necessary, repackaging of DVDs in one or more durable DVD-style cases holding between one and six discs
3. Digital processing of cover art including barcode, library ownership information, number of discs and spine label
4. Application of hub/donut label with matching barcode number to all included discs
5. Application and programming of RFID tag (please provide separate pricing if necessary for tags supplied by vendor and tags supplied by Anythink)
6. MARC records with item-level data following the “full cataloging” specifications listed in section 3.3.2

Bid response must include total processing price per item for this service including additional charges for delivery of any associated MARC records with item-level data following the “full cataloging” specifications listed in section 3.3.2. Please detail any price reductions available to Anythink based on annual spending with vendor.

3.2.11 Processing Services for Music CDs

Please note whether the vendor can supply the listed processing services for the components that are being proposed. Describe the types and brands of processing materials used. Proposals shall define warranties for equipment, parts and labor; and shall include delivery lead times. Please comment on services if needed.

Please provide one or more samples of digital cover art processing services available from the vendor.

Please describe any benefits or limitation of vendor-supplied processing services that would interest Anythink, including whether the service has an impact on the delivery of titles before street/release date.

Description of service:

1. Removal of plastic overwrap and security stickers
2. Repackaging of CDs in durable clear polypropylene cases holding one more discs. Cases must have a clear, untextured outer sleeve for display of cover art
3. Digital processing of cover art, including barcode, library ownership information, number of discs and spine label
4. Application of hub/donut label with matching barcode number to all included discs
5. Application and programming of RFID tag (please provide separate pricing if necessary for tags supplied by vendor and tags supplied by Anythink)

Bid response must include total processing price per item for this service including any additional charges for delivery of associated MARC records with item-level data following the “full cataloging” specifications listed in section 3.3.2. Please detail any price reductions available to Anythink based on annual spending with vendor.

3.2.12 Processing Services for Blu-ray discs

Please note whether the vendor can supply the listed processing services for the components that are being proposed. Describe the types and brands of processing materials used. Proposals shall define warranties for equipment, parts and labor; and shall include delivery lead times. Please comment on services if needed.

Please provide one or more samples of digital cover art processing services available from the vendor.

Please describe any benefits or limitation of vendor-supplied processing services that would interest Anythink, including whether the service has an impact on the delivery of titles before street/release date.

Description of service:

1. Removal of plastic overwrap and security stickers
2. If necessary, repackaging of Blu-ray discs in one or more durable Blu-ray style cases holding between 1 and 6 discs
3. Digital processing of cover art, including barcode, library ownership information and spine label
4. Application of hub/donut label with matching barcode number to all included discs
5. Application and programming of RFID tag (please provide separate pricing if necessary for tags supplied by vendor and tags supplied by Anythink)

Bid response must include total processing price per item for this service including any additional charges for delivery of associated MARC records with item-level data following the “full cataloging” specifications listed in section 3.3.2. Please detail any price reductions available to Anythink based on annual spending with vendor.

3.3 Vendor Value Added Services

3.3.1 Automatic and/or Standing Order Purchase Plans

Please describe any automatic and/or standing order plans offered by the vendor that would provide Anythink with opportunities to save staff time and money. Please frame the response in terms of a popular browsing collection.

3.3.2 Cataloging and MARC Record services

Please describe in detail the vendor’s ability to meet the following “full cataloging” specifications via manual or automated processes.

1. Classification of DVDs, music CDs and Blu-ray discs by genre and audience. Anythink will provide vendor with a list of genres for adult and juvenile materials. Call numbers must be added to the MARC record for each title in the 092|a tag.
2. The addition of formatted awards note data in the 586|a MARC tag.
3. MARC record leader and control fields (006, 007, 008) checking to ensure proper item type coding according to Anythink specifications.
4. The addition of item-level data to the 949 MARC tag to facilitate automated record creation in Horizon

Please describe the vendor's ability to provide fully RDA-compliant MARC records.

Please describe the vendor's ability to provide MARC records for titles ordered without "full cataloging" services (i.e. without the MARC customizations specified above).

Anythink requires that full and complete MARC records to be delivered for every title purchased with full cataloging services. If vendor is unable to provide a full and complete MARC record for a specific title that is purchased with full cataloging services, brief MARC records will be accepted as long as the item is flagged in shipment. Please describe how items with brief MARC records will be identified in shipment.

Anythink requires that MARC records with item information in the 949 tag (full cataloging) be delivered separately from other MARC files. Full cataloging records should also be identified in such a way that they can be distinguished from other MARC records. Please describe the vendor's ability to work with this requirement.

Please describe how bibliographic and item records would be delivered to Anythink.

Please enumerate any fees for cataloging services including price per MARC record and whether the charges are at the title or item level. If the charges are at the item level, state whether the per-item price listed is in addition to or inclusive of prices listed in 3.2.10, 3.2.11 and 3.2.12. Please detail any price reductions available to Anythink based on annual spending with vendor.

Please describe any benefits or limitation of vendor-supplied cataloging services that would interest Anythink, including whether the service has an impact on the delivery of titles before street/release date.

3.4 Discounts and Terms

State the definitions and average discount percentage(s) that will be provided off the list price for the categories below:

1. DVDs
 - a. Major studio new releases
 - b. Independent new releases
 - c. Major studio backlist titles
 - d. Independent backlist titles
 - e. Rental-only or other non-consumer releases
2. Music CDs
 - a. Major label new releases
 - b. Independent new releases

- c. Major label backlist titles
 - d. Independent backlist titles
3. Blu-ray discs
 - a. Major studio new releases
 - b. Independent new releases
 - c. Major studio backlist titles
 - d. Independent backlist titles
 - e. Rental-only or other non-consumer releases
4. Standing orders/continuations

Please list any other categories, definitions, and discount percentages that may be of interest to Anythink.

3.5 Company Qualifications

Please provide the following information:

- Vendor's full company or corporate name
- Vendor's office location responsible for performance under a contract with Anythink.
- Provide the URL for the vendor's website.

3.5.1 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 provided. Give dates and lengths of service.

3.6 Staff Qualifications

Provide names and pertinent background of key personnel who would be involved in providing the proposed services.

3.7 Anything not previously covered

Please use this area to describe services and/or products not already mentioned in the vendor's proposal that may be of interest to Anythink.

4. Evaluation of Proposals

The responses to this RFP will be evaluated by a selection committee to be established for such purpose. Responses will be evaluated and awards will be made to selected vendors on or before December 1, 2013.

4.1 Evaluation Criteria

Awards will be made by Anythink based on the following criteria:

- Quoted costs and discounts for materials, vendor processing, and value-added services

- Predicted timeliness and accuracy of product/service delivery, including ability of vendor to deliver high-demand materials ahead of street date
- Vendor's ability to classify materials according to Anythink's genre lists
- Turnaround times and fill rates
- Responsiveness to the scope and quality of other services outlined in this RFP
- Anythink's past history with vendor

5. Special Conditions

5.1 Expected Time Period of the Contract

The period of any contract resulting from this RFP is tentatively scheduled to begin on or about January 1, 2014, and continue through December 31, 2014. The contract may be renewed annually until December 31, 2016.

5.2 Severability

If any terms or provisions of this Request for Proposal shall be found to be illegal or unenforceable, then such term or provision shall be deemed stricken and the remaining portions of this Request for Proposal shall remain in full force and effect.