Anythink Libraries
Request for Proposal

Library Materials and Related Value-Added Services

Date issued: Sept. 6, 2022

Updated: Oct. 7, 2022

Response due: Oct. 28, 2022, by 4 pm
Anythink Libraries invites sealed bids for the purchase of library materials and related processing and cataloging services for the period commencing Jan. 1, 2023 and ending Dec. 31, 2025 until:

4 pm
Friday
Oct. 28, 2022

Awards will be made to selected Vendors on or before Nov. 15, 2022.

Responses may be delivered in person addressed to Daniel Alvarez, and left at 10530 Huron Street, Northglenn, CO 80234 or mailed to:

Anythink Libraries
RFP Selection Committee
Attn: Daniel Alvarez
10530 Huron Street
Northglenn, CO 80234

Anythink Libraries will accept e-mailed bids. Anythink Libraries will not accept fax bids.

General questions should be directed to Daniel Alvarez, Managing Buyer at:

Anythink Libraries
10530 Huron Street
Northglenn, CO 802034
Tel.: (303) 405-3292
E-Mail: dalvarez@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 e-mailed 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 library materials and related value-added services. 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 library materials for calendar year 2022 is approximately $3,700,000 from all funding sources. Anythink intends to divide this budget among multiple Vendors and therefore cannot guarantee the actual amounts which 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.
About Anythink Libraries

Anythink serves the residents of Adams County, Colo., with seven branches in Bennett, Brighton, Commerce City, Thornton and the Perl Mack neighborhood of Denver. The library also offers outreach services through Anythink in Motion, the district’s bookmobile which visits neighborhoods and communities throughout the county. With a focus on innovation, Anythink’s award-winning approach to library service is recognized by industry leaders and organizations across the globe.

Anythink currently uses the OCLC Wise integrated library system.

2. Scope of Services

Anythink is seeking a wide range of Vendor services for cost effective and timely provision of library materials for adult, teen and juvenile audiences as well as selection tools, physical processing, cataloging and other value-added services.

Library materials include but are not limited to: books, audiobooks on CD, music CDs, DVDs, Blu-ray and 4k Blu-ray discs, Vinyl and Playaways.

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 using the EDIFACT standard, MARC catalog records and shelf-ready item services including adaptive and copy cataloging and physical processing of materials.

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 Company Information and Executive Summary

Please provide the following information:

- Vendor’s full company or corporate name
- The company’s office location responsible for performance under a contract with Anythink
- The URL for the Vendor’s website

Each proposal should be accompanied by an executive summary not exceeding two pages which 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 Ordering, Delivery, Invoicing and Customer Service

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).
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.

3.2 Ordering Methods

Describe the software and equipment required for electronic ordering and whether the company can receive electronic orders generated from OCLC Wise 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. Also describe how accounts for different types of orders (e.g. adult, juvenile, teen, rush, special processing services, etc.) are profiled and set up. Indicate how rush orders are handled.

If the company 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.

3.2.2 Delivery of Materials

3.2.2.1 Fill Rates

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

3.2.2.2 Turnaround Time

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

- Rush orders
- In-stock high demand new release titles
- In-stock backlist titles
- No stock or insufficient stock items

3.2.2.3 Delivery of Materials Before Street Date

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

3.2.2.4 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 (e.g., 1 of 6, 2 of 6, etc.) and where the numbering is located on the boxes. Indicate how boxes with packing slips or master packing slips are marked.

3.2.2.5 Packing Slip

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.
For shipments comprised of multiple boxes, Anythink prefers to either receive one master packing list detailing all the items in the shipment or receive one electronic master packing list. Describe the Vendor’s ability to meet this request.

3.2.2.6 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 (e.g., “an average of 2.5% of invoice total”).

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

3.2.2.7 Partial Shipments

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

3.2.3 Invoicing and Payments

3.2.3.1 Invoice Format

Provide a sample invoice for books and value-added services. Detail the Vendor’s ability to meet the following invoice preferences:

- Anythink prefers that invoices and statements be sent electronically online.

- Anythink prefers that invoices include at minimum:
  - Account number
  - “Bill to" name and address
  - “Ship to” name and address
  - Purchase order and individual title order number
  - Reference/link to packing slip
  - Title/author
  - Number of copies
  - List price of title
  - Discount (percentage)
  - Discount cost for material
  - Net total cost for all copies of material (after discount)

- Anythink prefers that value-added services (processing and catalog) are added to product invoices as a separate item.

3.2.3.2 Payment
Anythink prefers to pay by electronic funds transfer or online by credit card. Please detail payment options and discounts for early payment.

3.2.4 Customer Service

3.2.4.1 Customer Service Issues

Please describe how customer service issues are handled by the company.

3.2.4.2 Customer Service Staff

Anythink prefers to have at least one dedicated staff member available to handle customer service issues that are not able to be solved by front-line customer service staff. Please include information on the Vendor’s company’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, e-mail, fax, etc.).

3.2.4.3 Credits and Returns

Describe the company’s policy for issuing of credit and acceptance of returns for damaged shipments, short shipments, wrong titles supplied, etc.

3.2.4.4 Cancellations and Backorder reports

Describe the types of backorder status reports provided, how frequently they are provided and in what format the reports are sent. 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.

3.3 Vendor Value Added Services

3.3.1 Bibliographic Products, Tools and Selection Resources

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, call number, etc.) included.

Describe any Vendor-supplied electronic catalogs, selection lists, release calendars or similar resources and/or services that would help a customer identify materials appropriate for a popular browsing collection ahead of street date.

List any charges or fees associated with use of the company’s bibliographic database and/or other Vendor-supplied selection tools, services and resources.

3.3.2 Automatic and/or Standing Order Purchase Plans
Please describe any automatic and/or standing order plans offered by the Vendor’s company that you feel would provide Anythink with opportunities to save staff time and money. Please frame the Vendor’s response in terms of a popular browsing collection.

### 3.3.3 Processing Services for Print Materials

Please note whether the Vendor’s company can supply the listed processing services for the components that are being proposed. Describe the types and brands of processing materials used. Please include any environmentally friendly or low environmental impact product offered by vendor. Please comment on services if needed.

Descriptions of preferred processing services for print materials:

- **Mylar dust jacket (hardcover)** – Attached or unattached.
- **Laminate cover (paperbacks)**
- **Property stamp** – 1 stamp impression per book. Stamps and ink provided by Anythink.
- **Barcode label** – Supplied by Vendor or Anythink and affixed on the back cover of book 1/8” from top and 1/4” from spine/gutter. Anythink uses 14-digit Codabar barcodes.
- **Clear barcode label protector** – Affixed over the barcode label on all books without Mylar jackets.
- **Spine label** – Spine labels should be printed in Arial 12pt. bold.
- **Clear spine label protector** – Affixed over the spine label on all books without Mylar jackets.
- **Adhesive pocket and hub label** – For books with accompanying discs, affix clear adhesive pocket centered on inside back or front cover of book and affix hub/donut label with matching barcode number to all included discs.
- **RFID tag** – Programmed by vendor and affixed to book. Anythink uses the ISO 15963 / Danish Data Model standard.

Please list total pricing for the following combinations of processing services:

1. **Fully Processed** – Includes Mylar dust jacket (attached) or Laminate cover, property stamp, barcode label, clear barcode label protector (if applicable), spine label, clear spine label protector (if applicable), adhesive pocket and hub/donut label (if applicable), RFID tag and full cataloging services as described in Section 3.3.9.1
2. **Partially Processed** – Includes Mylar plastic jacket (unattached), barcode label, clear barcode label protector (if applicable), adhesive pocket and hub/donut label (if applicable), RFID tag and generic MARC record as described in Section 3.3.9.1
3. **Minimally Processed** – Includes barcode label, clear barcode label protector (if applicable), adhesive pocket and hub/donut label (if applicable), RFID tag and generic MARC record as described in Section 3.3.9.1

Please detail any price reductions available to Anythink based on annual spending with Vendor.

### 3.3.4 Processing Services for Audiobooks on CD

Please note whether the Vendor’s company can supply the listed processing services for the components that are being proposed. Describe the types and brands of processing materials used. Please include any environmentally friendly or low environmental impact product offered by vendor. Please comment on services if needed.
Please provide one or more samples of digital cover art processing services available from the vendor.

Descriptions of preferred processing services for audiobooks on CD:

- **Clamshell Case** – If necessary, repackage materials in a durable clamshell case. Anythink prefers to use vinyl or polypropylene ring binders for audiobooks on CD.
- **Digital Processing of Cover Art** – Anythink prefers digital processing of cover art to include barcode, library ownership information, number of discs and spine label.
- **Repurposing of Existing Artwork** – When digital processing is unavailable, Anythink prefers to affix barcode and spine label to existing artwork, maintaining as much of the original artwork as possible.
- **Barcode or Barcode Label** – Placed horizontally on the back cover in the upper left-hand corner 1/8 inch from top and 1/4 inch from spine or left edge of artwork.
- **Spine Labels** – Printed in Arial 12 pt. bold and placed flush with the bottom of artwork on the spine.
- **Hub/Donut Labels** – Affix hub labels with matching barcode number to all included discs.
- **RFID Tag** – Programmed by vendor and affixed to the reverse side of artwork. Anythink uses the ISO 15963 / Danish Data Model standard.

Please list total pricing for the following combinations of processing services:

1. **Fully processed** – Includes clamshell case, digital processing of cover art (when available), repurposing of existing artwork (if digital processing is unavailable), barcode or barcode label, spine labels, hub/donut labels, RFID tag and full cataloging services as described in Section 3.3.9.1.
2. **Partially processed** – Includes clamshell case, barcode or barcode label, hub/donut labels and generic MARC record as described in Section 3.3.9.1.

Please detail any price reductions available to Anythink based on annual spending with Vendor.

3.3.5 Processing Services for DVDs, Blu-ray and 4K Blu-ray

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. Please include any environmentally friendly or low environmental impact product offered by vendor. Please comment on services if needed.

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

Descriptions of preferred processing services for DVDs, Blu-ray and 4K Blu-ray:

- **Removal of plastic overwrap and security stickers**
- **Repackaging of disks** – If necessary, repackaging of disks in one or more durable cases holding between one and six discs.
- **Digital processing of cover art** – Includes barcode, library ownership information, number of discs and spine label.
- **Hub/donut labels** – Affix hub labels with matching barcode number to all included discs.
• **RFID tag** – Programmed by vendor and affixed to the reverse side of artwork. Anythink uses the ISO 15963 / Danish Data Model standard.

Please list total pricing for the following combination of processing services:

1. **Fully Processed** – Includes removal of plastic overwrap and security stickers, repackaging of DVDs (if necessary,) digital processing of cover art, hub/donut labels, RFID tag and full cataloging services as described in Section 3.3.9.1

Please detail any price reductions available to Anythink based on annual spending with Vendor.

### 3.3.6 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. Please include any environmentally friendly or low environmental impact product offered by vendor. Please comment on services if needed.

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

Descriptions of preferred processing services for music CDs:

• **Removal of plastic overwrap and security stickers**
• **Repackaging of CDs** – If necessary, repackaging of music CDs in durable clear polypropylene cases holding one more discs. Cases must have a clear, untextured outer sleeve for display of cover art.
• **Digital processing of cover art** – Includes barcode, library ownership information, number of discs and spine label.
• **Hub/donut labels** – Affix hub labels with matching barcode number to all included discs.
• **RFID tag** – Programmed by vendor and affixed to the reverse side of artwork. Anythink uses the ISO 15963 / Danish Data Model standard.

Please list total pricing for the following combination of processing services:

1. **Fully Processed** – Includes removal of plastic overwrap and security stickers, repackaging of CDs (if necessary), digital processing of cover art, hub/donut labels, RFID tag and full cataloging services as described in Section 3.3.9.1

Please detail any price reductions available to Anythink based on annual spending with Vendor.

### 3.3.7 Processing Services for Playaway

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. Please include any environmentally friendly or low environmental impact product offered by vendor. Please comment on services if needed.

Please provide one or more samples of digital cover art processing services available from the vendor.
Descriptions of preferred processing services for Playaway:

- **Removal of plastic overwrap and security stickers**
- **Affix barcode number to Playaway device**
- **RFID tag** – Programmed by vendor and affixed to the reverse side of artwork. Anythink uses the ISO 15963 / Danish Data Model standard.
- **Digital processing of format-specific cover art** – Includes barcode, library ownership information and spine label.

Please list total pricing for the following combination of processing services:

1. **Fully Processed** – Includes removal of plastic overwrap and security stickers, digital processing of cover art, RFID tag, affixing of barcode number to device and full cataloging services as described in Section 3.3.9.1.

Please detail any price reductions available to Anythink based on annual spending with Vendor.

### 3.3.8 Processing Services for DVD/Blu-ray Combo Packs

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. Please include any environmentally friendly or low environmental impact product offered by vendor. Please comment on services if needed.

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

Descriptions of preferred processing services for DVD/Blu-ray combo packs:

- **Removal of plastic overwrap and security stickers**
- **Separating and repackaging of DVDs and Blu-ray discs** – If necessary, separating and repackaging of DVDs and Blu-rays into appropriate DVD and Blu-ray style cases holding between one and six discs.
- **Digital processing of format-specific cover art** – Includes barcode, library ownership information, number of discs and spine label for both the DVD and Blu-ray edition.
- **Hub/donut labels** – Affix hub labels with matching barcode number to all included discs.
- **RFID tag** – Programmed by vendor and affixed to the reverse side of artwork. Anythink uses the ISO 15963 / Danish Data Model standard.

Please list total pricing for the following combination of processing services:

1. **Fully Processed** – Includes removal of plastic overwrap and security stickers, separating and repackaging of DVDs and Blu-rays (if necessary,) digital processing of format-specific cover art, hub/donut labels, RFID tag and full cataloging services as described in Section 3.3.9.1.

Please detail any price reductions available to Anythink based on annual spending with Vendor.

### 3.3.9 Cataloging, Classification, MARC Record and Linked Data Services

#### 3.3.9.1 Cataloging Services
Anythink requires the following changes to generic MARC records for all titles ordered with full cataloging services:

1. The addition of a local call number in ALL CAPS to the MARC record in 099 $a.
2. Ensuring that a valid and appropriate “Type of record” code exists in position 06 of the MARC leader.
3. For relevant formats, ensuring that a valid and appropriate “Target audience” code exists in position 22 of the MARC 008 tag.
4. For books, ensuring that a 0 (not fiction) or 1 (fiction) or another valid and appropriate “Literary form” code exists in position 33 of the MARC 008 tag.
5. The addition of BISAC subject code to MARC record in 084 $a.
6. The addition of OCLC Number to MARC record in 035.
7. The addition of item format/general material designation to MARC record in 245 $h.
8. The addition of item summary to MARC record in 520 $a.
9. For books and audiobooks only, the addition of all BISAC subject headings assigned to a title into 690 $a following the format 690 $a Cooking / Methods / Baking.
10. The addition of item-level data to the 959 MARC tag to facilitate automated record creation in OCLC Wise. Item-level data should be encoded as follows: $b item barcode; $c placement branch code; $l shelving location; $m media type; $n material type; $p price (list); $q item ID (order key); $u call number class.

Please describe in detail the Vendor’s ability to meet the above specifications via manual or automated processes.

Please describe the Vendor’s ability to provide generic MARC records for titles ordered without full cataloging services (e.g., without the MARC customizations specified above).

Please enumerate any fees for cataloging services including price per MARC record and whether the charges are at the title or item level. Please detail any price reductions available to Anythink based on annual spending with Vendor.

3.3.9.2 Classification Services

Please detail the Vendor’s ability to classify materials based on the following classification schemes.

1. Anythink classifies books and audiobooks on CD using Anythink’s word-based classification system called WordThink. WordThink is based on standard BISAC subject headings. Anythink will provide Vendor with a list of call numbers for adult, teen (young adult) and juvenile materials and a spreadsheet detailing the direct translation between BISAC subject headings and WordThink call numbers.
2. Anythink classifies music CDs, DVDs and Blu-ray and 4K Blu-ray discs using a list of genres. Anythink will provide the Vendor with a list of genres.

3.3.9.3 MARC Record Services

Anythink requires that a MARC record be delivered for every title purchased. Please describe how the Vendor will provide MARC records to Anythink.
3.4 Discounts and Terms

State the definitions and discount percentage(s) that will be provided off the publishers’ list price for the following categories.

A. Books
   1. General trade hardcovers
   2. Trade paperbacks
   3. Mass market paperbacks
   4. Board books
   5. Publisher library/reinforced editions
   6. Prebound/Vendor-bound editions
   7. Large print titles
   8. Small and university presses
   9. Spanish-language materials

B. Audiobooks on CD
   1. Consumer editions
   2. Library editions

C. Other non-print materials
   1. Music CDs
   2. DVDs
   3. Blu-rays
   4. Playaway
   5. 4K Blu-rays

D. Standing orders/continuations

Please list any other categories, definitions, and discount percentages. Please detail any increase in discount percentages available to Anythink based on annual spending with Vendor.

3.5 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.

3.6 Anything not previously covered

Please use this area to describe services and/or products not already mentioned in the company’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 Nov. 15, 2022.
4.1 Evaluation Criteria

Proposals will be evaluated based on the following criteria:

<table>
<thead>
<tr>
<th>Selection Criteria</th>
<th>Weight</th>
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<tbody>
<tr>
<td>Quoted costs and discounts for materials and value-added services</td>
<td>40%</td>
</tr>
<tr>
<td>Ability of Vendor to deliver requested value-added services</td>
<td>25%</td>
</tr>
<tr>
<td>Ability of Vendor to deliver high-demand materials ahead of street date</td>
<td>20%</td>
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<tr>
<td>Understanding of need / Responsiveness to scope of RFP</td>
<td>10%</td>
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<tr>
<td>Anythink’s history with Vendor</td>
<td>5%</td>
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5. Special Conditions

Expected Time Period of the Contract

The period of any contract resulting from this RFP is tentatively scheduled to begin on or about Jan. 1, 2023 and will continue through Dec. 31, 2025. The contract may be renewed annually until Dec. 31, 2027.

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.