CITY CLERK
ORIGINAL

C-8863
03/11/2010

# CITY OF GLENDALE

## MATERIALS MANAGEMENT

## REQUEST FOR PROPOSAL

**SOLICITATION NUMBER:** 10-25

**DESCRIPTION:** Library Media

**OFFER DUE DATE AND TIME:** March 11, 2010 AT 2:00 P.M. LOCAL TIME

Offers for the materials or services specified will be received by the City of Glendale, Materials Management at the below specified location until the time and date cited. Offers received by the correct time and date will be opened and the name of each offeror will be publicly read.

**Offer Opening and Submittal Location:**

**City of Glendale**
**Attn: Materials Management**
**6829 North 58th Drive, Suite 202**
**Glendale, Arizona 85301-2599**

Offers must be in the actual possession of Materials Management on or prior to the time and date, and at the location indicated above. Late offers will not be considered. Offers must be submitted in a sealed envelope with the Solicitation Number and the offeror's name and address clearly indicated on the envelope. **See Paragraph 2.2 for additional instructions for preparing an offer.**

**OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION.**

For questions regarding
General Terms and Conditions contact:
**Jim Swaziek, CPPO**
**Contract Analyst**
**623-930-2867**
**jswaziek@glendaleaz.com**

For questions regarding
Scope or Specifications contact:
**Tami Miller-Earick**
**Bibliographic Services Administrator**
**623-930-3587**
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SECTION ONE

# SPECIFICATIONS

CITY OF GLENDALE

Materials Management

## Solicitation Number: 10-25

Library Media

## 1.1 INTRODUCTION

1.1.1 The Glendale Public Library invites sealed proposals for the purchase and delivery of library media materials.

1.1.2 The library intends to establish agreements with multiple contractors for the purchase and/or leasing or renting of all formats of non-print library materials for use in a public library setting, including cataloging, physical processing and delivery of the materials, on an "as required" basis.

1.1.3 The Scope of Work is intended to present an ideal environment for Glendale Public Library. The Library recognizes that not all products and/or services requested are available from all potential Contractors. Offerors are encouraged to read through the entire solicitation and to respond to any and all requests that relate to your company's operations.

1.1.4 Contractor shall also make available selection lists and online ordering for all materials.

1.1.5 Electronic databases, Internet products and periodicals such as magazines and journals are NOT part of this solicitation.

1.1.6 The anticipated contract period shall begin June 1, 2010. The term of any resultant contract shall be for three (3) years with the option of three (3) additional one-year renewals.

1.1.7 The combined factors of price, electronic capabilities, experience, inventory volume, turnaround time, cataloging and processing services capabilities, and the overall response to the Request for Proposal will be evaluated in awarding the contract(s).

1.1.8 The City reserves the right to utilize any publisher, dealer, or distributor who is found to be most advantageous to the City in obtaining materials. Awards shall be made to Offerors who best meet the specifications stated herein.

## 1.2 SCOPE OF WORK

1.2.1 The Contractor shall deliver all formats of non-print materials for use in a public library setting. This includes, but is not limited to: video disks (DVDs), audio books on compact discs (CD), microcomputer software and CD-ROMs (standalone), juvenile book, educational game and cassette kits, music compact discs, Playaways, and video games.

1.2.2 When applicable and appropriate, the Contractor will also provide selection lists and other collection development products and/or services.

1.2.3 Various categories of non-print materials are listed in this Request for Proposal. An Offeror should respond to only those materials and services that can be supplied—an Offeror does not have to offer on all categories or options listed. If an Offeror is sole source for a specific publisher, he may offer on the appropriate category, noting he is Sole Source provider for that publisher.

1.2.4 Discounts shall be based on the publisher's list prices, not freight pass-through price.

**1.3 MATERIALS BUDGET**

1.3.1 The library materials budget for Glendale Public Library during the fiscal year 2008/09 was $1.04 million. Of that, approximately $380,500 was spent on books, $307,900 on media, $185,000 on electronic resources, $50,000 on continuations, and $78,000 on periodicals. These figures are subject to change during any fiscal year.

**1.4 PURCHASE OF NON-PRINT MATERIALS**

1.4.1 Contractor shall provide non-print materials with bibliographic and/or inventory records according to the Library specifications detailed in Appendix B–Cataloging Policy Manual.

1.4.2 Contractor shall provide selection lists and other collection development products and/or services.

**1.5 ACCESS TO CONTRACTOR'S ORDERING AND INVENTORY SYSTEM(S)**

1.5.1 Contractor must provide an easy-to-use online access to Contractor's ordering and inventory information systems for all materials at no additional cost to the City.

1.5.2 Contractor shall assist in getting system operational and provide a minimum of eight (8) hours of training on the system at no additional cost to the City.

1.5.3 Contractor's inventory access system will be updated at a minimum of once per week.

1.5.4 Contractor shall provide ongoing support for the system and provide notification when new releases and upgrades are available a minimum of six (6) months prior to implementation.

1.5.5 Contractor shall assist with the implementation of all new releases and upgrades and provide a minimum of eight (8) hours of training on them at no additional cost to the City.

1.5.6 Orders shall be effective and binding upon the Contractor when placed over the phone or electronically transmitted via FTP, email or vendor website prior to the expiration of the contract.

1.5.7 Minimum orders by the Library shall be one (1) item.

1.5.8 Items needing to be ordered by the contractor from their supplier shall not be delayed due to small quantities.

1.5.9 Contractor shall accept orders at least 90 days prior to publication, production, or release. Contractor will not cancel orders until 90 days after a publication or production date, regardless of date of order.

1.5.10 Contractor shall be expected to furnish the total number of copies of any one individual title in one shipment and to fill orders for multi-volume sets in one shipment.

1.5.11 The Library shall have the option to indicate whether partial orders are to be shipped as available or held for completion.

1.5.12 Substitutions and/or additions of titles or editions shall not be permitted without written authorization from library staff. All unauthorized substitutions and/or additions will be returned to the contractor at the contractor's expense.

## 1.6 ACCESS TO THE LIBRARY'S INVENTORY SYSTEM

1.6.1 Contractor performing outsourced work online will be offered Virtual Private Networking (VPN) access to staff functions of the online system. This is to enable contractors the ability to conduct secure sessions over the Internet into the Library's online system.

1.6.2 Contractors agree to the following, acknowledging the possibility that during the period this Agreement is in effect, the Library may cease using the Horizon system and convert to a different online library system. If such a conversion should occur, the Library shall notify the successful Contractors a minimum of 90 calendar days before the conversion is implemented, and the successful Contractor shall respond in writing to the Library's contract administrator within 14 calendar days of receipt of such notification. In this response, successful Contractor:

1.6.2.1 Shall indicate whether or not it will continue to provide the services covered by this RFP in the Library's new online system environment at no additional cost;

1.6.2.2 Shall inform the Library of any costs and other particulars required for continuation of its services in accordance with the Agreement, which costs shall be subject to negotiation, and shall justify these costs; and

1.6.2.3 Shall fully describe any services that it must terminate, modify, and/or reduce in quality, timeliness, or other respects because of the conversion, and shall describe in detail exactly how the services will be modified or reduced, if applicable. Upon concurrence of the City and the successful Contractor regarding any conversion costs and other particulars relating to the conversion, this concurrence shall be incorporated into an amendment to the Agreement.

1.6.3 The City reserves the right to cancel the Agreement upon 30 days advance notice, without further penalty or obligation to the City, in the event the City, at its sole discretion, determines that the costs or other particulars relating to the conversion are not acceptable.

## 1.7 CUSTOMER SUPPORT

1.7.1 Contractors shall make available to the Library a toll-free telephone number or be willing to accept collect telephone calls for customer service. Contractor must provide toll-free technical support for communications problem resolution.

1.7.2 Problem resolution, with a guaranteed response time of 24 hours (Monday through Friday) for all phone calls or correspondence received.

1.7.3 The contractor shall specify what reports they can produce and provide examples of the reports as part of its proposal.

1.7.4 Coordination with relevant Horizon system Library staff in the development and ongoing management of all required interfaces and new product implementation as it affects supplying of orders, cataloging, processing and authority work requirements.

1.7.5 When requested, assist Library staff in developing new shelf-ready functionality to reflect changing needs. Either party may accomplish this singly or together in partnership.

1.7.6 Provide comprehensive explanation of all new or pending service problems or improvements with emphasis on effect.

**1.8 DELIVERY**

1.8.1 Delivery shall be in accordance with instructions given by the Library at time of account setup. If there is a discrepancy between the account setup and what is specified in this contract, it is the Contractor's obligation to seek clarification from Library staff.

1.8.2 Delivery Times

1.8.2.1 90% of all in-stock items ordered with cataloging and processing must be delivered within 15 days from date of order receipt date.

1.8.2.2 In-stock priority items must be delivered, cataloged and processed, within five days from data of order receipt date.

1.8.2.3 Items back ordered by Contractor from its supplier must be delivered, cataloged and processed, within 15 days from date of order receipt.

1.8.3 All shipments shall be delivered INSIDE the library building. Contractor must ensure this notation is communicated to the shipping carrier prior to shipment of goods.

1.8.4 Contractor shall advise the Library, in writing, of any product not in stock, and/or products that are out of print. When reporting products temporarily out of stock, Contractor shall, if possible, advise the Library of the anticipated delivery date.

1.8.5 Materials ordered pre-publication/production must be received by the Library processed and cataloged by publication/production date or street release date whichever comes first.

1.8.6 Titles ordered but not supplied within 90 days from issuance of order shall be canceled automatically and the Library notified. Any exception to this must be specifically authorized in writing by library staff.

1.8.7 The Library will have at its option the ability to cancel items ordered but not supplied within 120 days from issuance of order.

1.8.8 The Contractor shall report all orders not filled and partial orders to the Library. Contractor shall inform the Library in writing of the anticipated availability date of non-filled and partial orders within 30 days after receipt of order.

1.8.9 The Contractor's deliveries must arrive Monday through Friday during business hours of 8:30 a.m. and 4:00 p.m., excluding City holidays. Changing Library needs may result in changes to business hours and acceptable delivery times.

1.8.10 All multiple carton shipments shall have cartons clearly labeled so that the Library can discern a total shipment (e.g., 1 of 4, 2 or 4, 3 of 4, and 4 of 4). The number of packages in a single shipment must be marked on the outside of each carton. Purchase order numbers, where required, shall appear on the outside of each carton delivered.

1.8.11 Items shall be packaged separately according to account number and invoice. Multiple purchase order numbers may be combined in one package if the items included are all for the same account number.

1.8.12 A copy of the packing slip must accompany the shipment to the Library. Packing slips shall include: Bill To and Ship To information, contract number, purchase order number, quantities, titles, and ISBN (when appropriate).

1.8.13 The carton containing the packing slip shall be clearly labeled "Packing slip included" or similar wording.

1.8.14 The Contractor shall assume responsibility for losses or damage in transit.

1.8.15 The Library will notify the Contractor promptly of any damaged goods and will assist the Contractor in arranging for inspection.

## 1.9 INVOICES

1.9.1 Contractor shall follow these invoicing guidelines for all services and products sold to the Library.

1.9.2 Contractor shall provide invoice-generating flexibility in order to meet the Library's needs.

1.9.3 Invoices shall list items supplied in alphabetical order by title.

1.9.4 List prices, percentage discount or monetary charge, and net price of each item must be listed on the invoice or statement.

1.9.5 Invoices and statements shall include for each item: title, author (where applicable), list price, discount, unit cost, and total cost.

1.9.6 All charges per each item/title (materials, services, rush delivery, etc.) must be placed on the same invoice.

1.9.7 Separate line entries are required for each item and each service applicable to that item.

1.9.8 Totals must be given that reference the account number.

1.9.9 Original invoices must follow the billing instructions contained in the account setup. The Library will establish the account setup with the Contractor.

1.9.10 Invoices may include multiple purchase order numbers, but must be applicable to only one account number.

1.9.11 Prompt payment discount information must appear on invoices.

1.9.12 In the event of a price disparity between the unit and extended price, the unit price shall prevail.

1.9.13 All invoices are to be mailed separately to the attention of the department designated by the Library.

1.9.14 Contractor agrees that the invoice shall arrive within five (5) days after shipment. Payment terms shall be included with invoice.

1.9.15 Contractor shall provide all invoices in triplicate.

**1.10 FOB DESTINATION**

1.10.1 Prices shall be Free On Board Destination, Freight Prepaid, **INSIDE DELIVERY**, to Glendale Public Library, Main Library, 5959 West Brown Street, Glendale, Arizona 85302.

1.10.2 No shipping charges will be allowed. The only exceptions when shipping charges may be allowed are for rush shipments, pre-authorized by the Library.

## 1.11 TAXES

1.11.1 Libraries in the State of Arizona are exempt from any out-of-state tax on the purchase of electronic information and audio/visual materials, per Arizona Revised Statutes 42-5159.A.12.

1.11.2 An in-state Contractor may only charge the city sales tax for the city within which the Contractor is located. The exception to this is where the Arizona city has also exempted these taxes.

1.11.3 No tax on labor services.

## 1.12 ORDER STATUS REPORT

1.12.1 A status report must be provided with the first shipment of each order, indicating the status of unfilled items. This information may be included on the packing slip or invoice.

1.12.2 An updated status report shall be provided at least every 21 days, listing all unshipped items and the estimated delivery dates.

## 1.13 RETURNS

1.13.1 Items received in damaged condition shall be returned to the Contractor for replacement or credit at no expense to the City. The Library prefers replacement to credit.

1.13.2 Incorrect or defective items shall be returned to the Contractor for replacement with correct or perfect items at no expense to the City. If no correct or perfect replacement exists, a credit may be issued to the Library.

1.13.3 Offeror must provide the Library with a copy of their return policy and credit memo procedures as part of this proposal.

## 1.14 CANCELLATION OF ORDERS

1.14.1 Cancellation of orders in part or whole for unavailable materials or for "out of stock", "out of print", and "not yet published" items will be made by means of appropriate notation and adjustments on orders returned by the Contractor to the Library. Contractor shall make no shipments of canceled materials except on the basis of a new order.

## 1.15 FILL RATE

1.15.1 Contractor's overall fill rate for all United States imprints and productions, for each year of the contract, must meet or exceed 85% for all items ordered. (Failure to provide this percentage may result in contract default.)

1.15.2 The Contractor will make every effort to maintain the following additional percentages:

1.15.2.1 Contractor supplies through their in-stock inventory the delivery of 75% of each individual order in the first shipment. Line items that are reordered, back-ordered, or partially filled are not considered filled line items when calculating this service level. Pre-publication and out-of-print items will be excluded from this calculation.

1.15.2.2 Contractor supplies 60% of all items not delivered in first shipment within 30 days from original order receipt date. Line items that are reordered, back-ordered, or partially filled are not considered filled line items when calculating this service level. Pre-publication and out-of-print items will be excluded from this calculation.

1.15.2.3 Contractor supplies 90% of all items not delivered in first shipment within 60 days from original order receipt date. Line items that are reordered, back-ordered, or partially filled are not considered filled line items when calculating this service level. Pre-publication and out-of-print items will be excluded from this calculation.

## 1.16 AUTHORITY FILE MAINTENANCE

1.16.1 Contractor shall identify, define, and provide a short description of the authority service offered. Contractor must indicate in a file labeled "ATTACHMENT A – AUTHORITY FILE MAINTENANCE".

1.16.2 Contractor shall specify whether authority work is done during the cataloging and inventory processes (real time) or through periodic programming (batch method).

1.16.3 All names and subject entries must reflect the latest authoritative version appearing in the online Library of Congress (LC) authority files, and supplemented by the latest paper, microfiche, or electronic reference edition.

1.16.4 All series will be checked against the Glendale Public Library Catalog.

1.16.6 The Library has in place a sizeable authority file of names, series, and subject entries. Bibliographic information supplied shall be checked against the existing Library authority records, if a Library of Congress authority record does not exist.

**1.17 QUANTITIES/PRICING**

1.17.1 Offerors understand and hereby acknowledge that the City makes no representations nor guarantees the Offeror any minimum or maximum number of units of service to be provided under this contract.

1.17.2 Various categories of non-print materials are listed in Section 4.1, Price Sheet. Offeror should respond to only those materials and services that can be supplied; an offeror does not have to offer on all categories or options listed. If an Offeror is sole source for a specific publisher, he may offer on the appropriate category, noting the sole source status for that publisher.

**1.18 MULTIPLE ACCOUNTS**

1.18.1 The Contractor shall have the capability of billing via separate Library, or other agencies, based on funding strings. Or, having a separate account for each Library cost center or branch office.

**1.19 DEFECTIVE PRODUCTS**

All defective products shall be replaced and exchanged by the Contractor. The cost of transportation, re-packing, re-shipping, or other like expenses shall be paid by the Contractor. The Library must receive all replacement products within seven days of initial notification.

**1.20 WARRANTY**

1.20.1 The Contractor expressly warrants all items to be new, free from defects in design, materials and workmanship, and to be fit and sufficient for their intended purpose.

1.20.2 Unless otherwise specified, all items shall be guaranteed for a minimum period of 120 days against defects in material and workmanship. During this period, if a defect should occur, the Contractor will replace the item free of charge to the City.

1.20.3 The exception shall be where it is shown that the defect was caused by misuse and not by fault of the manufacturer.

1.20.4 Individual tapes or discs in a multi-part CD, DVD or audio set that become damaged and/or defective in the first 12 months after receipt date shall be replaced free of charge to the Library.

1.20.5 All warranties shall survive acceptance and payment by the City.

**1.21 CONTRACTOR QUALIFICATIONS**

1.21.1 The Contractor must be:

A responsible supplier of media, non-print, and/or electronic materials who has been actively engaged in the regular wholesale book or media business for a period of three years or more prior to the RFP opening date;

1.21.2 In addition, the Contract must be:

1.21.2.1 A responsible library service provider who has been actively engaged in the processing, cataloging, authority work and/or other library services business for a period of three years or more prior to the RFP opening date;

AND/OR

1.21.2.2 A responsible publisher, producer, or service provider who has been in business for a period of three years or prior to the RFP opening date, and has an institutional customer service department capable of processing and invoicing individual orders from political entities.

1.21.3 The Contractor shall maintain and conduct operations from a permanent place of business from which library materials and services are sold and shall employ sufficient number of qualified personnel to ensure the Contractor can perform in accordance with all Contract requirements.

1.21.2 The Contractor shall maintain and conduct operations from a permanent place of business from which library materials and services are sold and shall employ sufficient number of qualified personnel to ensure the Contractor can perform in accordance with all Contract requirements.

## 1.22 CHANGE IN CONTRACTOR'S TECHNOLOGY

1.22.1 If successful Offeror intends to implement changes in technology that could affect the Library's operations or procedures, it will notify Library of these changes a minimum of six months prior to implementation, and such changes could be cause to cancel orders from Offeror.

## 1.23 CHANGE OF ONLINE LIBRARY SYSTEM

1.23.1 Offerors to this Request for Proposal agree to the following, acknowledging the possibility that during the period the Agreement is in effect, the Library may cease using the Horizon system and convert to a different online library system. If such a conversion should occur, the Library shall notify the Contractor a minimum of 90 calendar days before the conversion is implemented, and the Contractor shall respond in writing to the Library's contract administrator within 14 calendar days of receipt of such notification. In this response, successful Offeror:

1.23.1.1 shall indicate whether or not it will continue to provide the services covered by this RFP in the Library's new online system environment at no additional cost;

1.23.1.2 shall inform the Library of any costs and other particulars required for continuation of its services in accordance with the Agreement, which costs shall be subject to negotiation, and shall justify these costs; and

1.23.1.3 shall fully describe any services that it must terminate, modify, and/or reduce in quality, timeliness, or other respects because of the conversion, and shall describe in detail exactly how the services will be modified or reduced, if applicable. Upon concurrence of the City and the successful Offeror regarding any conversion costs and other particulars relating to the conversion, this concurrence shall be incorporated into an amendment to the Agreement.

1.23.2 The City reserves the right to cancel the Agreement upon 30 calendar days advance notice, without further penalty or obligation to the City, in the event the City in its sole discretion determines that the costs or other particulars relating to the conversion are not acceptable.

## 1.24 SUBMITTAL REQUIREMENTS

1.24.1 The Library intends to award contracts for various aspects of the Contract: non-print material purchase and non-print material lease. Offerors may respond to each aspect or may submit proposals specific to their specialty. The proposal should address the type of program proposed. If the Offeror intends only to contract for purchased materials, the proposal should only address that program. If the Offeror intends only to contract for a leased material program, the proposal should only address that program.

1.24.2 NOTE: All Offerors must respond to this RFP to be eligible for any portion of this RFP. Offerors must be specific and complete in every detail. Offerors should make every attempt to present simple, concise, and straightforward explanation of capabilities and business plan to satisfactorily perform services required by this solicitation.

1.24.3 Offerors should not necessarily limit the proposal to the performance of the services referenced in this document but should also describe additional services that may be of interest to the City.

1.24.4 SUMMARY OF FIRM Respondents shall describe the overall experience and qualifications of the firm. Describe the offeror's resources, capabilities and the number of years in business. Include information that documents successful and reliable experience in past performances, especially those performances related and similar in nature to the requirements of this RFP. Similar experience in a public sector environment is desirable.

1.24.5 ELECTRONIC CAPABILITIES Respondents shall describe the processes and capabilities of your firm's online ordering system. Explain how your online electronic system will interface with the Library's Horizon system. Include reports information and how they are produced, as well as any sample reports as requested within the Scope of Work.

1.24.6 CATALOGING AND PROCESSING SERVICES Respondents shall provide names and resumes of key personnel to be assigned to this project. Submit the same information for all support personnel doing this work. Average turnover rates of staff provided to current costumers should be included. Identify any outside firms needed to complete the scope of work.

1.24.7 QUESTIONNAIRE Respondents shall submit a completed questionnaire (please see Appendix A).

1.24.8 INVENTORY Respondents shall describe your firm's inventory of items. Include the number of titles per category as listed in Section 4.1 and 4.2.

1.24.9 COST Respondents shall provide pricing (Please see Section 4.1)

1.24.10 REFERENCES Respondents shall provide at least three letters of reference from companies for whom offeror has provided similar services in the last twelve months. Also include company name, address, telephone number and contact person, a description of the services provided with a description of any major variation to the requirements of this RFP.

1.24.11 SAMPLE PROCESSING ITEMS Respondents shall provide one sample of each item for evaluation purposes shall be submitted following as close to the processing requirements of this RFP (*See* Section 5.4), to include:

1.24.9.1 Playaway with case
1.24.9.2 Music CD using clear CD Polybox cases or equivalent
1.24.9.3 DVD using Zenith Pack cases or equivalent
1.24.9.4 Any available digital processing

SECTION TWO

# TERMS AND CONDITIONS

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

**2.1 INCORPORATION BY REFERENCE** All responses shall incorporate by reference the scope/specifications, Special Terms and Conditions, Standard Terms and Conditions, and any attachments. The Standard Terms and Conditions applicable to this solicitation are posted on the Internet. They are available for review and download at the City of Glendale's Materials Management Internet home page, www.glendaleaz.com/purchasing. Offerors are advised to review all provisions of the Standard terms and Conditions for this solicitation.

**2.2 RETURN OF OFFER** One CD-ROM containing the entire solicitation, contractor's response to solicitation (Offer) and an originally signed "Offer Sheet" (Section 3.0). With exception to the signed Offer Sheet, no Paper documents will be accepted. Response to the solicitation shall be in MS Word, Excel, PowerPoint and/or PDF format. Offers submitted in a format (paper or electronic) different than specified herein, may be rejected at the discretion of the City. If the offeror does not have this capability, companies such as Kinkos or Alphagraphics can provide this service at a nominal charge.

The offeror shall complete all sections of the solicitation in the format given (i.e., Offer Sheet, Price Sheet, Questionnaires) in the space provided. If additional space is needed than what is given, enter "See Attachment A for detail".

Submittal of the CD-ROM by the offeror in response to this solicitation shall be construed as the offeror's intent to be bound by any resultant contract.

**2.3 PREPARATION OF OFFER PACKAGE** The offeror shall submit a complete proposal on a CD as one file folder. The folder shall be identified as "RFP 10-25 – *'Name of Offeror.'*" (For example: RFP 10-25 – ABC Company.) In order for your response to receive a full and complete evaluation from the evaluation committee, please label your files in the following manner. Failure to include all the times may result in an offer being rejected.

The file folder shall include the following files or documents and shall be identified in the following manner:

- RFP #10-25 – "Name of Offeror" – Offer Sheet Section 3.1
- RFP #10-25 – "Name of Offeror" – Price Sheet Section 4.1
- RFP #10-25 – "Name of Offeror" – Specifications Section 1.24.1 through Section 1.24.11
- RFP #10-25 – "Name of Offeror" – QUESTIONNAIRE – Appendix A

**2.4 ALTERNATE OFFERS/EXCEPTIONS** Offers submitted as alternates, or on the basis of exceptions to specific conditions of purchase and/or required specifications, must be submitted as an attachment referencing the specific paragraph number(s) and adequately defining the alternate or exception submitted. Detailed product brochures and/or technical literature, suitable for evaluation, must be submitted with the bid. If no exceptions are taken, City will expect and require complete compliance with the specifications and all Conditions of Purchase.

**2.5 EVALUATION CRITERIA** The criteria is listed in order of relative importance.

**2.5.1 CATALOGING AND PROCESSING SERVICES – 35%**
Refer to Section 1.24.6, 1.24.10, 5.4 and 5.5

**2.5.2 ELECTRONIC CAPABILITIES – 20%**
Refer to Section 1.24.5

**2.5.3 INVENTORY VOLUME & SPEED OF DELIVERY– 20%**
Refer to Section 1.24.8

**2.5.4 COST – 15%**
Refer to Section 4.1

**2.5.5 CAPABILITIES OF FIRM AND STAFF – 10%**
Refer to Section 1.24.4

**2.6 EVALUATION PANEL** Submittals will be evaluated by an evaluation panel. Award shall be made to the responsive, responsible offeror whose proposal is determined to be the most advantageous to the City.

**2.7 PANEL CONTACT** Proposer shall have no exclusive meetings, conversations or communications with an individual evaluation panel member on any aspect of the RFP, after submittal.

**2.8 PRICE** All prices quoted shall be firm and fixed for the specified contract period.

**2.9 FOB POINT** Prices quoted shall be FOB destination to: City of Glendale, AZ

**2.10 TERM OF AGREEMENT** The term of agreement for this RFP shall be for a three-year initial period.

**2.11 OPTION TO EXTEND** The City may, at its option and with the approval of the contractor, extend the term of this agreement an additional three (3) year(s), renewable on an annual basis. Contractor shall be notified in writing by the City Materials Manager of the City's intention to extend the contract period at least thirty (30) calendar days prior to the expiration of the original contract period. Price adjustments will only be reviewed during contract renewal.

**2.12 EVALUATION LITERATURE** Proposals submitted for products considered by the seller to be equal to or better than the brand names or manufacturer's catalog references specified herein, must be submitted with technical literature and/or detailed product brochures with written statements if the literature or brochure is not specific as to the specification for the City's use to evaluate the product(s) offered. Proposals submitted without this product information may be considered as non-responsive and rejected.

**2.13 PROCUREMENT CARD ORDERING CAPABILITY** It is the intent of the City of Glendale to utilize the City's Procurement Card (i.e., MasterCard, Visa and American Express), to place and make payment for orders under this Contract. Offerors without this capability may be considered non-responsive and not eligible for award consideration.

**2.14 NOTICE OF INTENT TO AWARD** Information about the recommended award for this solicitation will be posted on the Internet. The information will be available for review on the City of Glendale's Materials Management Internet home page www.glendaleaz.com/purchasing immediately after the City has completed its evaluation process of the offers received. If you have any questions, or would like further information about an intended award, contact the buyer immediately. Any protest must be submitted to the Materials Manager no later than seven (7) calendar days from the date of posting on the Internet.

**2.15 COOPERATIVE USE OF CONTRACT** This agreement may be extended for use by other governmental agencies and political subdivisions of the State including all members of SAVE (Strategic Alliance for Volume Expenditures). Any such usage by other entities must be in accord with the ordinances, charter, rules and regulations of the respective entity and the approval of the Contractor and City. For a list of SAVE members click on the following link: http://www.maricopa.gov/materials/SAVE/SAVE-members.PDF

SECTION THREE

# OFFER SHEET

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

**NOTE: In addition to completing this Section electronically and including it in the CD-ROM submittal, a printed version with original signature shall be submitted with CD-ROM at the time of Offer due date and time.**

| | |
|---|---|
| Authorized Signature | Company's Legal Name |
| Printed Name | Address |
| Title | City, State & Zip code |
| Telephone Number | Fax Number |
| Authorized Signature Email Address | Company E-mail Address |

**For questions regarding this offer: (If different from above)**

| | | |
|---|---|---|
| **Contact Name** | **Phone Number** | **Fax Number** |

**Contact Email Address**

**Tax/Company Status information:**

FEDERAL TAXPAYER ID NUMBER: _____

Arizona Sales Tax No. _____ Tax Rate _____

Bidder certifies it is a: Proprietorship ☐ Partnership ☐ Corporation ☐

Minority or woman-owned business: Yes ☐ No ☐

SECTION FOUR

# PRICE SHEET

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

### 4.1 PURCHASED NON-PRINT MATERIALS

OFFEROR NAME: _____

4.1.1 **Compact Discs – Music**

| | |
|---|---|
| Percentage discount from publisher's price | % |

4.1.2 **Compact Discs – Spoken Word, Unabridged**

| | |
|---|---|
| Percentage discount from publisher's price | % |

4.1.3 **CD-ROM** (multimedia/software products)

| | |
|---|---|
| Percentage discount from publisher's price | % |

4.1.4 **CD-ROM** (fixed price only, no on-line services)

| | |
|---|---|
| Percentage discount from publisher's price | % |

4.1.5 **CD-ROM** (additional discount if offered in conjunction with on-line services)

| | |
|---|---|
| Percentage discount from publisher's price | % |

4.1.6 **Microcomputer Software** (Educational)

| | |
|---|---|
| Percentage discount from publisher's price | % |

4.1.7 **Video Cassettes** (feature films, educational, how-to, etc.)

| | |
|---|---|
| Percentage discount from publisher's price | % |

4.1.8 **Digital Videodiscs** (feature films, educational, how-to, etc.)

| | |
|---|---|
| Percentage discount from publisher's price | % |

4.1.9 **MP3s**

| | |
|---|---|
| Percentage discount from publisher's price | % |

4.1.10 **Video Games**

| | |
|---|---|
| Percentage discount from publisher's price | % |

4.1.11 **Playaways**

| | |
|---|---|
| Percentage discount from publisher's price | % |

4.1.12 **Other** (Specify and describe): _____

| | |
|---|---|
| Percentage discount from publisher's price | % |

**4.2 CATALOGING SERVICES** (unit of service for pricing is "each")

| | | |
|---|---|---|
| 4.2.1 | Editing of existing records based on a bibliographic utility (customized MARC records) | $ |
| 4.2.2 | Creation of original records | $ |
| 4.2.3 | Unedited full MARC records | $ |
| 4.2.4 | Attachment of library holdings | $ |
| 4.2.5 | CIP Upgrades | $ |
| 4.2.6 | Other, please specify: | $ |
| 4.2.7 | Other, please specify: | $ |

SECTION FOUR

# PRICE SHEET

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

OFFEROR NAME: _____

**4.3 PROCESSING SERVICES** (unit of service for pricing is "each")

| **MEDIA for Circulating Collection** | | |
|---|---|---|
| 4.3.1 | Replacement of Original Case | |
| 4.3.1.1 | DVD | $ |
| 4.3.1.2 | CD | $ |
| 4.3.1.3 | Spoken Word Audio | $ |
| 4.3.1.4 | Spoken Word CD | $ |
| 4.3.2 | Digital Creation of Title Page from Package | $ |
| 4.3.3 | Manual Creation of Title Page from Package | $ |
| 4.3.4 | Barcode | $ |
| 4.3.5 | Property Label | $ |
| 4.3.6 | 3M Tattletape security strip | $ |
| 4.3.7 | 3M security strip with overlay | $ |
| 4.3.8 | Call number label | $ |
| 4.3.9 | Intentionally blank labels (recordings in sets) | $ |
| 4.3.10 | Label for pieces in set | $ |
| 4.3.11 | Radio Frequency Identification Tags (RFID) | $ |
| 4.3.12 | Heat resistant pockets for Spoken Word CD | $ |
| 4.3.13 | Other, please specify: | $ |
| 4.3.14 | Other, please specify: | $ |
| 4.3.15 | FULLY SHELF AND SYSTEM-READY PROCESSING, DIGITALLY | $ |
| 4.3.16 | FULLY SHELF AND SYSTEM-READY PROCESSING, MANUALLY | $ |

SECTION FOUR

# PRICE SHEET

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

OFFEROR NAME: _____

## 4.4 INVENTORY SERVICES

| | | |
|---|---|---|
| 4.4.1 | Creation of inventory (holdings) records | $ |
| 4.4.2 | Cataloged items | $ |
| 4.4.3 | Uncataloged items | $ |
| 4.4.4 | Other, please specify: | $ |
| 4.4.5 | Other, please specify: | $ |

## 4.5 AUTHORITY FILE SERVICES

| | | |
|---|---|---|
| 4.5.1 | Editing / upgrading of existing records | $ |
| 4.5.2 | Addition of records | $ |
| 4.5.3 | Other, please specify: | $ |

## 4.6 COLLECTION DEVELOPMENT SERVICES

| **4.6.1** | **Selection Lists (forthcoming titles) – Stock / Standardized** | |
|---|---|---|
| 4.6.1.1 | Bibliographic information only | $ |
| 4.6.1.2 | Bibliographic information with brief annotations | $ |
| 4.6.1.3 | Bibliographic information with full-text reviews | $ |
| 4.6.1.4 | Other, please specify: | $ |
| 4.6.1.5 | Other, please specify: | $ |

| **4.6.2** | **Selection Lists (forthcoming titles) – Customized** | |
|---|---|---|
| 4.6.2.1 | Bibliographic information only | $ |
| 4.6.2.2 | Bibliographic information with brief annotations | $ |
| 4.6.2.3 | Bibliographic information with full-text reviews | $ |
| 4.6.2.4 | Other, please specify: | $ |
| 4.6.2.5 | Other, please specify: | $ |

| **4.6.3** | **Special Bibliographies – Stock / Standardized** | |
|---|---|---|
| 4.6.3.1 | Bibliographic information only | $ |
| 4.6.3.2 | Bibliographic information with brief annotations | $ |
| 4.6.3.3 | Bibliographic information with full-text reviews | $ |
| 4.6.3.4 | Other, please specify: | $ |
| 4.6.3.5 | Other, please specify: | $ |

SECTION FOUR

# PRICE SHEET

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

OFFEROR NAME: _____

| 4.6.4 | **Special Bibliographies – Customized** | |
|---|---|---|
| 4.6.4.1 | Bibliographic information only | $ |
| 4.6.4.2 | Bibliographic information with brief annotations | $ |
| 4.6.4.3 | Bibliographic information with full-text reviews | $ |
| 4.6.4.4 | Other, please specify: _____ | $ |
| 4.6.4.5 | Other, please specify: _____ | $ |

**4.7 STANDING ORDER SERVICES**

| | | |
|---|---|---|
| 4.7.1 | Please specify: | $ |
| 4.7.2 | Please specify: | $ |
| 4.7.3 | Please specify: | $ |

**4.8 SINGLE CASSETTE/DISC REPLACEMENT**

| | | |
|---|---|---|
| 4.8.1 | Please specify: | $ |
| 4.8.2 | Please specify: | $ |

**4.9 *MATERIALS LEASING PROGRAM***

| | | |
|---|---|---|
| 4.9.1 | Please specify: | $ |
| 4.9.2 | Please specify: | $ |

**4.10** **DELIVERY** Proposer states that all items will be delivered _____ calendar days after receipt of order. Any delay in delivery beyond the stated date may result in the implementing of the "default" and/or "liquidated damages" provisions.

**4.11** **PROCUREMENT CARD ORDERING CAPABILITY** See Section 2. Please check appropriate box.

☐ YES, I will accept payment under this contract with the Procurement Card.
☐ NO, I will not accept payment under this contract with the Procurement Card.

**4.12** **DISCOUNT/PAYMENT TERMS**: The City standard is 2% 20 days.
Comply: YES ☐ NO ☐
If your answer is NO, please state terms offered: _____

SECTION FIVE

# APPENDIX A: QUESTIONNAIRE

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

5.1 Listed below are the minimum desired specifications for an Offeror to meet the needs of a medium-sized public library system. If a specification is labeled as "**REQUIRED**," the Library considers it—or an acceptable alternate—necessary to its operations. Although if an Offeror is not able to meet a specification in the outsourcing of cataloging or processing, Offeror will still be considered as a Contractor for the purchase of materials.

5.2 Please respond "Yes" or "No" to each listed criterion. Any exceptions to the specifications should be explained by adding comments.

### 5.3 ORDERING/RECEIVING/INVOICING

| | |
|---|---|
| 5.3.1 | Inventory Interface: |
| 5.3.1.1 | At least five Library staff members shall have access to Offeror's inventory system, which shows complete bibliographic and ordering information and availability of current and forthcoming inventory.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.1.2 | At least five Library staff members shall have access to Contractor's web-based database functions that enable online modifications of orders, including various continuations, standing orders, and approval plans.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.1.3 | Access to website, free of charge, for at least 10 concurrent Library users.<br><br>☐ Yes ☐ No Comments: _____ |

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

| | |
|---|---|
| 5.3.1.4 | Access to Contractor's ordering and inventory information systems, free of charge.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.1.5 | Inventory system updated at least once per week, preferably daily.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.2 | Inventory Interface: |
| 5.3.2.1 | Provide ability for applicable Library staff members to electronically build and transfer carts on Offeror's website.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.2.2 | A MARC record (on order record) for each firm order will be made available for Library use free of charge at the time each order is placed.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.2.3 | Timely notification of any new releases/upgrades to inventory system, and assistance in their implementation.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.2.4 | Technical support available M–F 8:00 a.m. to 5:00 p.m. MST free of charge.<br>☐ Yes ☐ No Comments: _____ |

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

| | |
|---|---|
| 5.3.3 | Fill Rate: |
| 5.3.3.1 | Overall fill rate, for each year of the contract, to be at least 85% of displayed inventory for all items ordered.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.3.2 | In-stock inventory to supply and deliver at least 85% of all titles ordered within eight weeks of the order date.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.4 | Order Formats Accepted and Order Confirmations: |
| 5.3.4.1 | Electronic transmission via email or FTP from library's integrated library system (ILS), in ILS-supplied format and utilizing EDIFACT standard.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.4.2 | Web-based ordering from Offeror's website.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.4.3 | Orders by telephone, FAX, or mail.<br>☐ Yes ☐ No Comments: _____ |

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

| | |
|---|---|
| 5.3.4.4 | Printed selection lists.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.4.5 | Confirmation of electronic order can be by email to Library or ftp transmission to ILS. Confirmations will detail purchase order numbers and titles.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.4.6 | Any specialized software required by contractor to interface with ILS to be supplied to the library at no cost.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.5 | Support: |
| 5.3.5.1 | Contractor to provide the Library with support in the following areas: |
| 5.3.5.2 | Problem resolution with a guaranteed response time of 24 hours for all phone calls or correspondence.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.5.3 | Authority to approve and implement any requested changes to Library specifications received from the Library.<br>☐ Yes ☐ No Comments: _____ |

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

| | |
|---|---|
| 5.3.5.4 | Provision of various reports at the request of the Library.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.5.5 | Coordination with relevant staff in the development and ongoing management of all required interfaces and new product implementations as it affects supplying orders, cataloging, and processing requirements.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.5.6 | Assistance in developing new shelf-ready functionality-ties to reflect the changing needs of the Library.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.5.7 | Comprehensive explanation of all new or pending service problems or improvements.<br>☐ Yes ☐ No Comments: _____ |
| 5.3.5.8 | Sales staff to meet with key Library staff as necessary.<br>☐ Yes ☐ No Comments: _____ |

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

| | | |
|---|---|---|
| 5.3.6 | Invoicing: | |
| 5.3.6.1 | "Bill to" name and address<br>Purchase order number or individual title order number<br>Title/author<br>Number of copies<br>Discount (percentage)<br>Net total cost for all copies of material (after discount)<br>Cataloging services on separate line item<br><br>☐ Yes ☐ No Comments: _____ | "Ship to" name and address<br>Reference/link to packing slip<br>Binding (hardcover, paperback, library binding, etc.)<br>List price of title<br>Discount cost for material<br>Processing cost for material on separate line item |
| 5.3.6.2 | Invoice provided in triplicate<br><br>☐ Yes ☐ No Comments: _____ | |
| 5.3.6.3 | Ability to electronically transmit invoices to the Library that can interface with ILS and utilize EDIFACT standard.<br><br>☐ Yes ☐ No Comments: _____ | |
| 5.3.6.4 | When electronic invoicing is available, a printed copy will also be provided by mail.<br><br>☐ Yes ☐ No Comments: _____ | |

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

| | |
|---|---|
| 5.3.7 | Returns: |
| 5.3.7.1 | Accepted if ordering occurs because of inaccuracy in original ordering information supplied by contractor, accepted for full credit.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.7.2 | Defective materials returned for credit and at no expense to the Library.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.7.3 | Defective materials may be returned for full credit within one year of purchase, even if materials may have been circulated to the public.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.7.4 | Individual tapes or discs in a multi-part video or audio set that become damaged and/or defective in the first 12 months after receipt date shall be replaced free of charge to the Library.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.7.5 | Prepaid shipping labels to be provided to Library for all authorized returns.<br><br>☐ Yes ☐ No Comments: _____ |

SECTION FIVE

# APPENDIX A: QUESTIONNAIRE

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

| | |
|---|---|
| 5.3.8 | Shipping and Delivery: |
| 5.3.8.1 | Contractor to check all shipments for accuracy and completeness. To maintain annual 85% rate for accuracy and completeness throughout life of contract.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.8.2 | Shipping included at no cost to Glendale Public Library from major warehouse and at least one secondary.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.8.3 | Shipments must be set up for inside delivery and free of any pallets.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.8.4 | Each packed box should weigh no more than 40 lbs.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.8.5 | Turnaround timeframe, from date of receipt of order by contractor to date of receipt of processed shipment by the Library not to exceed 15 working days for ninety percent of all in-stock items ordered. Priority, rush pre-processed materials must be mailed or shipped by the contractor so that materials arrive at the Library within five working days of receipt of order. (Exception: Pre-publication orders)<br><br>☐ Yes ☐ No Comments: _____ |

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

| | |
|---|---|
| 5.3.8.6 | Shipments DVD prerelease orders: pre-processed materials to arrive at the Library a minimum of 2 days prior to street release date.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.8.7 | To supply 80% of all items back ordered and available from the publisher/distributor, within one hundred twenty (120) days of receipt of Library order.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.8.8 | All shipments to include a packing slip listing quantities, titles, ISBNs, and purchase order number(s). Packing slip must list "bill to" and "ship to" addresses. Packing slip to reference the corresponding invoice number.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.8.9 | All multiple carton shipments will clearly have cartons labeled on the side of the carton so that the Library can discern a total shipment. Carton containing the packing slip must be clearly marked.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.8.10 | Delivery to Glendale Public Library, inside delivery, at the receiving entrance at 5959 W. Brown Street, Glendale, AZ.<br><br>☐ Yes ☐ No Comments: _____ |

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

| | |
|---|---|
| 5.3.9 | Pricing/Costs: |
| 5.3.9.1 | Indicate the definitions and discount percentages that will be provided off of the distributor's/publishers' list price for categories on Price Sheet. Itemize discounts within the categories.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.10 | Order Status: |
| 5.3.10.1 | To provide a monthly status report indicating the status of current unfilled orders. To provide a sample status report as part of the submittal.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.10.2 | To automatically cancel back orders 90 days after publication date. Cancellation of orders whose term has expired must be reported to the Library.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.10.3 | Profile driven selection lists provided at no charge.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.10.4 | Automatic Offeror-provided materials based on collection description and distribution profile at no charge.<br><br>☐ Yes ☐ No Comments: _____ |

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

| | |
|---|---|
| 5.3.10.5 | To provide unedited MARC catalog records with appended holdings data that can be loaded, indexed and retrieved by Library ILS. Please state cataloging source.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.10.6 | To provide customized MARC catalog records with appended holdings data that can be loaded, indexed and retrieved by Library ILS. Please state cataloging source.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.11 | Interface with Horizon ILS: |
| 5.3.11.1 | Create order through Offeror.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.11.2 | Download records with order information to work in Horizon.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.3.11.3 | Upgrades with any subsequent Horizon releases.<br><br>☐ Yes ☐ No Comments: _____ |

| | |
|---|---|
| 5.3.13 | Accounts: |
| 5.3.13.1 | Contractor to maintain multiple accounts for Glendale Public Library. Such accounts may include but are not limited to: annual operating fund account, processed materials; annual operating fund account, non-processed; annual operating fund, rush-processed orders; and continuations or standing order account.<br><br>☐ Yes ☐ No Comments: _____ |

**5.4 PROCESSING**

| | |
|---|---|
| 5.4.1 | Processing Charges (per unit) to be Based on the Following Criteria: |
| 5.4.1.4 | RFID one tag system affixed to each unit.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.4.1.5 | **REQUIRED.** 3M anti-theft Tattle Tape strips inserted on inside spine of DVDs.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.4.1.6 | Spoken Word CDs to be delivered in circulation-ready packaging using heat resistant pockets for CDs.<br><br>☐ Yes ☐ No Comments: _____ |

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

| | |
|---|---|
| 5.4.1.7 | Music CDs to be delivered in clear CD Polybox cases, or equivalent, with digital processing including labels currently used. All original inserts should be included with CD. CDs should have a 3M Tattle-Tape DCD2 overlay security strip affixed. Specify software used for digital processing.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.4.1.8 | DVD to be delivered in Zenith Pak cases with digital processing including labels currently used. 3M Tattle-Tape B1 to be affixed to the inside spine of the cover. Specify software used for digital processing.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.4.1.9 | Playaways to be delivered in cushioned cases with digital processing including labels currently used. Playaways should have a 3M Tattle-Tape B1 security strip affixed to the Playaway unit underneath the title label. Specify software used for digital processing.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.4.1.11 | **REQUIRED.** Spine labels will be affixed to media, digitally.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.4.1.12 | **REQUIRED.** Genre and collection labels will be affixed to media, digitally.<br><br>☐ Yes ☐ No Comments: _____ |

5.4.1.13 **REQUIRED.** Property and agency labels will be affixed to media, digitally.

☐ Yes ☐ No Comments: _____

5.4.1.14 **REQUIRED.** Contractor will supply one sample of each of the above to Library.

☐ Yes ☐ No Comments: _____

5.4.2 Error Rate:

5.4.2.1 **REQUIRED.** After 60-day learning period, from start-up date, contractor will be required to maintain an error rate not to exceed 2% semi-annually for processing in the following areas:

Digital processing, including barcodes and labels is consistent with library procedures.
Anti-theft strips are inserted neatly and so as to be invisible as possible.
Media packaging is sturdy and appropriate for heavy circulation.
CD overlays are applied evenly and neatly.

☐ Yes ☐ No Comments: _____

5.4.2.2 **REQUIRED.** Semi-annual report of all processing errors provided by the Library to the contractor will be acceptable in determining the error rate.

☐ Yes ☐ No Comments: _____

CITY OF GLENDALE
Materials Management

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Library Media

5.4.2.3 **REQUIRED.** Changes may result in processing specifications to be mutually agreed upon with the Glendale Public Library and the contractor.

☐ Yes ☐ No Comments: _____

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

**5.5 CATALOGING**

5.5.1 Standards must be met for the Library of Congress Subject Headings, Dewey Decimal Classification 22nd ed., and MARC format. *See* Appendix B: CATALOGING POLICY MANUAL.

5.5.2 Listed below are the desired cataloging specifications for an Offeror to meet the needs of a medium-sized public library system. Please respond "Yes" or "No" to each listed criterion, and add comments as needed.

| 5.5.3 | Audiocassettes and Compact Discs |
|---|---|
| 5.5.3.1 | **REQUIRED.** Fiction audiocassettes and compact discs will have an 099 call number:<br><br>099 FIC ≠a AUTHOR LAST NAME OR FIRST WORD OF TITLE IF TITLE ENTRY<br><br>This call number will match the subfield a of the 099 field with out the word FIC. See processing for more detail.<br><br>Nonfiction compact discs will have a full Dewey and cutter like a book (we use the same call number as the book when possible):<br><br>092 364.1523 ≠b J34<br><br>**(See pp. B-3 thru B-5)**<br><br>☐ Yes ☐ No Comments: _____ |

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

| | |
|---|---|
| 5.5.3.2 | Replace subfield h with the correct media designation as follows:<br>≠h Audiocassette,<br>≠h Compact Disc,<br><br>☐ Yes ☐ No Comments: _____ |
| 5.5.3.3 | The 250 edition field will be used to show Abridged or Unabridged ed.<br><br>250 Unabridged ed.<br>250 Abridged ed.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.5.3.4 | All series will be traced in the 440 field without using the non-filing words (a, an, the). Any word or symbol in front of the series number must also be removed (i.e. remove # from in front of the series number.)<br><br>☐ Yes ☐ No Comments: _____ |
| 5.5.3.5 | **REQUIRED.** Subject headings will be the Library of Congress and not Sears. Subject headings will match the subjects on the book if it is in the collection. Genre headings will also be used (i.e. Western stories)<br><br>☐ Yes ☐ No Comments: _____ |

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

| | |
|---|---|
| 5.5.3.6 | **REQUIRED.** The subject heading Audiobooks will be added to these records.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.5.3.7 | NOTE: All media based on a book fiction or nonfiction should match genre with the book, have the same series, and have the same call number and subject headings. |
| 5.5.3.8 | **REQUIRED.** Music compact discs have their own category call numbers:<br><br>Youth music CDs get 099 MUSIC ≠a Performer's name or first word of title if title entry.<br>Teen music CDs and Adult music CDs have a list of categories. **(See pp. B-6 thru B-8)**, i.e. POPULAR, ROCK, etc.<br>099 Category ≠a Performers name or first work of title if title entry<br><br>☐ Yes ☐ No Comments: _____ |
| 5.5.3.9 | Change the subfield h to read Compact Disc.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.5.3.10 | **REQUIRED.** The subject heading for the style of music should be added to the record:<br>650 0 Popular music.<br><br>☐ Yes ☐ No Comments: _____ |

| | |
|---|---|
| 5.5.4 | DVDs: |
| 5.5.4.1 | **REQUIRED.** Fiction videocassettes and DVDs will have the call number in the 099 in all caps:<br><br>099 CINEMA ≠a first word of title<br>099 PERFORMING ARTS ≠a Performer or first word of title<br><br>**(See pp. B-9 thru B-10)**<br><br>Nonfiction DVDs will have a Dewey call number and cutter with work letter if needed from the title:<br><br>092 364.152 ≠b H834c<br><br>☐ Yes ☐ No Comments: _____ |
| 5.5.4.2 | 250 Edition field will show format:<br><br>250 Widescreen version<br>250 Full screen version<br>250 Widescreen and full screen version<br><br>☐ Yes ☐ No Comments: _____ |

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Materials Management

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Library Media

5.5.4.3 Replace subfield h in the 245 title field with the appropriate media type followed by a comma.

245 Chicken little / ≠h Videocassette,
245 Chicken little / ≠h DVD,

*Youth videos and DVDs will follow the fiction series rule the same as the book series rule and from the same list *except* Disney.

☐ Yes ☐ No Comments: _____

5.5.4.4 All series will be traced in the 440 field without using the non-filing words (a, an, the). Any word or symbol in front of the series number must also be removed (i.e. remove # from in front of the series number.)

☐ Yes ☐ No Comments: _____

5.5.4.5 **REQUIRED.** Subject headings will be Library of Congress and not Sears. Also the appropriate subject headings for cinema or television programs will be used.

☐ Yes ☐ No Comments: _____

5.5.4.6 **REQUIRED.** Subject headings for the hearing impaired or visually impaired will be added.

☐ Yes ☐ No Comments: _____

5.5.5 Playaways

5.5.5.1 REQUIRED. Fiction Playaways

099 FIC ≠a Author last name or first word of title if title entry **(See pp. B-11)**

092 Dewey number for subject and cutter for author or title as needed

5.5.5.2 GMD inserted after ≠a and ≠b in ≠h Playaway,

5.5.5.3 System details note

538 ≠a Audiobook issued on a Playaway digital media player. Requires a set of earphones and 1 AAA battery.

5.5.5.4 Subject headings

650 0 ≠a Audiobooks.
650 0 ≠a Playaway (Preloaded audio player)
And any needed subject headings including genre of the playaway.

5.5.5.5 REQUIRED. Nonfiction Playaways

092 Appropriate Dewey number and cutter

5.5.5.6 GMD inserted after ≠a and ≠b in ≠h Playaway,

5.5.5.7 Subject headings

650 0 ≠a Audiobooks.
650 0 ≠a Playaway (Preloaded audio player)
And any needed subject headings.

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Library Media

| | |
|---|---|
| 5.5.5.1 | **REQUIRED.** After 60-day learning period, from start-up date, contractor will be required to maintain an error rate not to exceed 3% semi-annually in the cataloging of materials.<br><br>☐ Yes ☐ No Comments: _____ |
| 5.5.6 | Other: |
| 5.5.6.1 | Basic cataloging:<br><br>1. Unedited Marc record (DLC preferred) with holding put on OCLC<br>2. No custom editing<br><br>☐ Yes ☐ No Comments: _____ |
| 5.5.6.2 | Custom Cataloging:<br><br>1. Marc record (DLC preferred) with holding put on OCLC<br>2. Review Library's database<br>3. Utilize local practices per attached manual<br><br>☐ Yes ☐ No Comments: _____ |
| 5.5.6.3 | What is your match point to overlay order records with the cataloged record, i.e. utility number, ISBN, etc?<br><br>Comments: _____ |

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Library Media

5.5.6.4 How will the records arrive to our database?

Comments: _____

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Materials Management

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Library Media

Cataloging Standards:

Glendale Public conforms to national standards. The Cataloging Department follows Library of Congress practice, Anglo-American Cataloging Rules 2d ed., and the Library of Congress interpretations of AACR2. There are local practices that involve suspending some of these regulations and they are included in the Cataloging Department Procedure Manual.

Subject headings from the Library of Congress Adult authorities are used. When necessary Genre subject heading have also been used.

The following is a list of the aids utilized by the Cataloging Department:

Anglo-American Cataloging Rules, 2d ed. and the latest revision.
Library of Congress Rule Interpretations.
Library of Congress Cataloging Service Bulletin.
U.S. MARC Bibliographic Format.
Cutter-Sanborn four-figure author table.
Library of Congress Adult Subject Headings.
Dewey Decimal Classification 22d ed.
OCLC Bibliographic Formats and Standards.
OCLC Technical Bulletins.
On-line Connexion help screens.

Special Collections:

Non-fiction Audio-Visual Materials: are located by Library preference; however, all are placed in the correct Dewey number, with appropriate subject headings.

E-books: these electronic books are loaded on a regular basis and the records are not modified, but taken as is.

E-serials: these electronic periodicals are loaded on a regular basis and the records are not modified, but taken as is.

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Library Media

SHAKESPEARE: (Used for Audiocassettes, CDs, DVDs and Playaways of the actual plays performed word for word.)

| | |
|---|---|
| Base Dewey number for Shakespeare's play | 822.33 |
| Base Dewey number for Shakespeare's poetry | 821.32 |
| Cutter for Shakespeare | S527 |

In any collection of Shakespeare's works including different types, add the workmark for the title.

| | |
|---|---|
| i.e. The Yale Shakespeare | 822.33 |
| | S527y |

In any criticism of Shakespeare's works, cutter under Shakespeare and then workmark with an x and then the first letter of the critic's last name.

| | |
|---|---|
| i.e. Shakespeare tragedy | 822.33 |
| editor, Harold Bloom | S527xb |

CITY OF GLENDALE
Materials Management

# Solicitation Number: 10-25

Library Media

AUDIOCASSETTE FICTION
YOUTH AND ADULT

007 Follow bibliographic formats and standards

041 Include if in another language then English

099 FIC ≠a Author's last name or first word of title if title entry
*No matter the genre or age level all will be with this call number.

245 Replace the GMD ≠h with *Audiocassette* followed by a comma.

245 10 Title : ≠b subtitle / ≠h Audiocassette, ≠c Authors name.

250 Abridged ed. or Unabridged ed. (remove 500 note)

440 Series should match the print material

511 Narrated or performed by....

650 Audiobooks.
650 Genre (should match the print material)

CITY OF GLENDALE
Materials Management

# Solicitation Number: 10-25

Library Media

COMPACT DISC FICTION
YOUTH AND ADULT

007 Follow bibliographic formats and standards

041 Include if in another language then English

099 FIC ≠a Last name of author or first word of title if title entry
*No matter the genre or age level all will be with this call number.

245 After subfield a and subfield b do a GMD subfield h with Compact Disc followed by a ",".

245 10 Title : ≠b subtitle / ≠h Compact Disc,, ≠c Authors name.

250 Abridged ed. or Unabridged ed. (remove 500 note of same)

440 Series should match the print material

511 Narrated or performed by....

650 Audiobooks.
650 Genre (should match the print material)

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

MUSIC COMPACT DISC
TEEN AND ADULT

007 Follow bibliographic formats and standards.

099 *MUSIC CATEGORY* ≠a Last name of performer or first word of title if title entry

The choices in category are:

RHYTHM AND BLUES do as R&B
CHRISTIAN
CLASSICAL
COUNTRY
FOLK
JAZZ
LATIN
MUSICAL
NEW AGE
POPULAR
ROCK
SOUNDTRACK (these should always be title entry)
SOUND EFFECTS
WORLD

*NOTE:* Leave all contents notes in. But do not take time to type in all song titles if not there, unless there are only a few. Due to the local system remove all subfields from this field.

The next page will give the scope of each type of music and what entry will be correct for that type of music.

CITY OF GLENDALE
Materials Management

# Solicitation Number: 10-25

Library Media

COMPACT DISC MUSIC CATAGORIES
TEEN AND ADULT

R&B
Includes rhythm, rap, blues and soul music. Label is the performer. If this is a tribute album, then label is from the title.

CHRISTIAN
Includes gospel, Christian rock, and hymns. Label is the performer. If multiple performers, label is from the title.

CLASSICAL
Includes classical and opera. For both the label is from the composer. If a collection of selections from various composers, the label is from the title.

COUNTRY
Includes classic country music, western music, and bluegrass music.
Label is from the performer. If multiple performers, then label is taken from the title.

FOLK
Includes folk music from English speaking countries. This will also include American Indian music, and patriotic music from English speaking countries. Label is from the performer. If multiple performers, label is taken from the title.

JAZZ
Includes all kinds of jazz including its early forms, Big Band music, and Swing. Label is from the performer. Tribute albums and multiple performers will take the label from the title.

LATIN
Includes salsa, merengue, cumbia, vallenato, ranchera, banda, grupero, tejano, norteno, tango, flamenco, Latin jazz, samba, pagode, Brasileira, sertanejo, and rock en Espanol. Label will be from the performer.

MUSICAL
Includes the complete soundtrack to a musical or is a collection of songs from various musicals. In both complete soundtracks and collections of songs, the label is from the title.

NEW AGE
Includes all new age style music plus nature soundtracks that have music added. Label is from the performer. For nature soundtracks with music the label is often from the title.

POPULAR
Includes all popular music from the past and present, i.e. easy listening, and rock. Label will be from the performer. If a tribute album, multiple performers, or a collection of special topic songs; then the label will be from the title.

ROCK
Includes classic rock, soft rock, heavy metal, hard rock, alternative rock and country rock. If a tribute album, multiple performers, or a collection of special topic songs; then the label will be from the title.

SOUNDTRACK
Includes soundtracks from movies or television programs. This will include selections from various movies or television shows pulled together for theme or composer. Label will be under the title of the show.

SOUND EFFECTS
Nothing should be on the disc but sounds with no music at all. Label will be from the title.

WORLD MUSIC
Includes ethnic music from around the world, Reggae, patriotic and folk music from non-English speaking countries. National anthems will go here. Label may be performer or title.

NOTE: When the music is Christmas, it will go in the category of the style. So songs sung country style will go in COUNTRY and get a candy cane sticker. Most hymns and Christmas carols go in CHRISTIAN. Musical renditions by an orchestra will go in CLASSICAL. All will get the candy cane sticker.

CITY OF GLENDALE
Materials Management

# Solicitation Number: 10-25

Library Media

DVDs
YOUTH AND ADULT

Cinema or television programs

099 CINEMA ≠a First word of title

245 GMD-Insert DVD in ≠h followed by a comma.

245 00 Chicken little / ≠h DVD,

250 Show in the edition statement if the item is widescreen, full screen, or both.

250 Widescreen version
250 Full screen version
250 Widescreen version side a, full screen version side b

520 For Japanese anime only add this field with the following:
Anime style production.

650 Use the appropriate subject headings and include for closed captioned.

650 0 Feature films.
650 0 Foreign films ≠z Name of country
650 0 Children's films.
650 0 Films for the hearing impaired.

*Note: When the media is a show or season of a television program, use the appropriate television subject heading:

650 0 Detective and mystery television programs.
650 0 Animated television programs ≠z Japan. (include place when not the U.S.)
650 0 Television programs for children.
650 0 Science fiction television programs.

DVD PERFORMING ARTS
ADULT ONLY

These are materials in which the content is a concert, music show, dance, or other performing event. These will be cataloged like any DVD Cinema with the exception of the call number.

099 PERFORMING ARTS ≠a Last name of performer or first word of title if title entry

245 DVD in ≠h followed by a comma.

DVD NON-FICTION
YOUTH AND ADULT

Nonfiction materials will get a full Dewey classification number and cutter with work letter, if needed.

092 364.1523 ≠b J34

Documentaries with a lot of talking heads, interviews, statistics, etc. will be cataloged with a Dewey number. Documentaries that are more entertaining (Michael Moore's "Bowling for Columbine") will go in the cinema category.

245 Insert DVD in ≠h followed by a comma.

250 Widescreen or full screen or both.

650 Any appropriate subject headings.

CITY OF GLENDALE
Materials Management

**Solicitation Number: 10-25**

Library Media

PLAYAWAY FICTION
YOUTH, TEEN, AND ADULT

099 FIC ≠a Author last name or first word of title if title entry

245 GMD inserted after ≠a and ≠b in ≠h Playaway,

538 ≠a Audiobook issued on a Playaway digital media player. Requires a set of earphones and 1 AAA battery.

650 0 ≠a Audiobooks.
650 0 ≠a Playaway (Preloaded audio player)
And any needed subject headings including genre of the playaway.

PLAYAWAY NON-FICTION
YOUTH, TEEN, AND ADULT

092 Appropriate Dewey number and cutter

245 GMD inserted after ≠a and ≠b in ≠h Playaway,

538 ≠a Audiobook issued on a Playaway digital media player. Requires a set of earphones and 1 AAA battery.

650 0 ≠a Audiobooks.
650 0 ≠a Playaway (Preloaded audio player)
And any other needed subject headings for the topic of the Playaway.

GLENDALE

**CITY OF GLENDALE**
**NOTICE OF AWARD**

1. This is to notify you that on April 23, 2010 the Materials Manager (with deputy city manager approval) awarded RFP No. 10-25 to your company, **Baker and Taylor, Inc.**

2. This notification constitutes an acceptance of your offer to provide the following services as listed in the proposal at the prices quoted:

4.1.1 (Compact Discs – Music), 4.1.2 (Compact Discs – Spoken Word, Unabridged), 4.1.3 CD-ROM (multimedia/software products, 4.1.4 CD-ROM (fixed price only, no on-line services, 4.1.5 CD-ROM (additional discount if offered in conjunction with on-line services), 4.1.6 Microcomputer Software (Educational), 4.1.7 Video Cassettes (feature films, educational, how-to, etc.), 4.1.9 MP3s, 4.1.10 Video Games, 4.1.11 Playaways, 4.1.12 Other, 4.2 Cataloging Services, 4.3 Processing Services, 4.4 Inventory Services, 4.6 Collection Development Services, 4.7 Standing Order Services, 4.8 Single Cassette/Disc Replacement, 4.9 Materials Leasing Program

3. All Terms and Conditions of the proposal shall apply.

4. The initial term of this agreement shall be for a period of three years. The City may, at its option and with the approval of the contractor, extend the term of this agreement an additional three (3) year(s), renewable on an annual basis.

5. The agreement shall be administered for the City by a Contract Administrator. The Contract Administrator for the City shall be Tami Miller-Earick.

6. Detailed invoices including the RFP number and valid purchase order number (if applicable) must be submitted to the Contract Administrator for review and approval before payment can be made.

7. This agreement may be canceled for convenience or cause if in the judgment of the City's agents, the Contractor fails to comply with the intent or terms and conditions of the agreement.

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You are required to return an acknowledged copy of this *NOTICE OF AWARD* to the City of Glendale. Please complete the acknowledgment section below and return one copy to the attention of Jim Swaziek, CPPO, Materials Management, City of Glendale, 6829 N 58th Dr, Suite 202, Glendale, AZ 85301.

ACKNOWLEDGED:

Signature — Date: 05/03/2010

Jeffrey W. McDaniel — Vice President, Baker & Taylor, CLS
Printed Name — Title

SECTION FOUR

# PRICE SHEET

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

## 4.1 PURCHASED NON-PRINT MATERIALS

OFFEROR NAME: Baker & Taylor, Inc.

Please refer to Exhibits 1-3 for additional information regarding terms and conditions.

### 4.1.1 Compact Discs – Music

| | |
|---|---|
| Percentage discount from publisher's price | 27.2 * % |

### 4.1.2 Compact Discs – Spoken Word, Unabridged

| | |
|---|---|
| Percentage discount from publisher's price | 45 5 ** % |

(Category XII)

### 4.1.3 CD-ROM (multimedia/software products)

| | |
|---|---|
| Percentage discount from publisher's price | NO BID % |

### 4.1.4 CD-ROM (fixed price only, no on-line services)

| | |
|---|---|
| Percentage discount from publisher's price | NO BID % |

### 4.1.5 CD-ROM (additional discount if offered in conjunction with on-line services)

| | |
|---|---|
| Percentage discount from publisher's price | NO BID % |

### 4.1.6 Microcomputer Software (Educational)

| | |
|---|---|
| Percentage discount from publisher's price | NO BID % |

### 4.1.7 Video Cassettes (feature films, educational, how-to, etc.)

| | |
|---|---|
| Percentage discount from publisher's price | NO BID % |

### 4.1.8 Digital Videodiscs (feature films, educational, how-to, etc.)

| | |
|---|---|
| Percentage discount from publisher's price | 30.2 * % |

### 4.1.9 MP3s

| | |
|---|---|
| Percentage discount from publisher's price | 45.5 ** % |

(Category XII)
(Spoken Word Audio MP3s)

* List prices used for calculating discounts are manufacturer's current, suggested list prices where available. Where no list price is supplied by the manufacturer, a list price will be assigned by Baker & Taylor. AV titles with minimal discount or supplier restrictions or titles from small, specialty vendors will be invoiced at manufacturer's suggested retail price.



** Approximately 92% of spoken word audio materials purchased fall into Category XII. The remainder of spoken word materials may be classified as Category I, VII, VIII, IX, or XI. Discounts are based on categories as described in Exhibits 2&3.

SECTION FOUR

# PRICE SHEET

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

Please refer to Exhibits 1-3 for additional information regarding terms and conditions.

4.1.10 **Video Games**

| | |
|---|---|
| Percentage discount from publisher's price | NO BID % |

4.1.11 **Playaways**

| | |
|---|---|
| Percentage discount from publisher's price | 25.1 % |

4.1.12 **Other** (Specify and describe): N/A

| | |
|---|---|
| Percentage discount from publisher's price | N/A % |

**4.2 CATALOGING SERVICES** (unit of service for pricing is "each")

| | | |
|---|---|---|
| 4.2.1 | Editing of existing records based on a bibliographic utility (customized MARC records) *included in items 4.3.15 & 4.3.16* | $ ** |
| 4.2.2 | Creation of original records | $ 10.00/title |
| 4.2.3 | Unedited full MARC records | $ 0.75 *** |
| 4.2.4 | Attachment of library holdings *included in items 4.3.15 & 4.3.16* | $ ** |
| 4.2.5 | CIP Upgrades *included in items 4 3.15 & 4.3.16* | $ ** |
| 4.2.6 | Other, please specify: | $ N/A |
| 4.2.7 | Other, please specify: | $ N/A |

** The pricing outlined for CLS shelf-ready services in items 4 3 15 and 4 3.16 is a blended unit price based on the volume of material to be ordered, processing components requested, and the complexities of the library's cataloging requirements. Our unit price is all inclusive of the services requested by the library, including but not limited to cataloging, processing, and project management This price does not include Original Cataloging or RFID services Should the library choose not to utilize the CLS services as outlined in this proposal and choose instead to use a la carte processing without customized cataloging, the per unit pricing by component listed for items 4.2 3 and 4.3 1.1-4.3.12 will apply and Jane Herb, the library's local sales consultant, will be the library's main contact.

*** MARC will be provided for any spoken word audio or Playaway title annotated and advertised in our Forecast publication. MARC will be provided for any new, annotated, advertised, and recommended DVD and CD music titles listed in our monthly publication, The ALERT.

SECTION FOUR

# PRICE SHEET

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

OFFEROR NAME: Baker & Taylor, Inc.

**4.3 PROCESSING SERVICES** (unit of service for pricing is "each")

| **MEDIA for Circulating Collection** | | |
|---|---|---|
| 4.3.1 | Replacement of Original Case | |
| 4.3.1.1 | DVD | $1.25 |
| 4.3.1.2 | CD | $1.00 |
| 4.3.1.3 | Spoken Word Audio | $2.30 |
| 4.3.1.4 | Spoken Word CD | $ 2.60 |
| 4.3.2 | Digital Creation of Title Page from Package | $ 0.90 |
| 4.3.3 | Manual Creation of Title Page from Package | $ 0.25* |
| 4.3.4 | Barcode | $ 0.10 |
| 4.3.5 | Property Label | $ 0.10 |
| 4.3.6 | 3M Tattletape security strip | $ 0.45 |
| 4.3.7 | 3M security strip with overlay *(DCD-2 Theft Overlay)* | $ 1.50 |
| 4.3.8 | Call number label | $ 0.15 ** |
| 4.3.9 | Intentionally blank labels (recordings in sets) | $ 0 15 |
| 4.3.10 | Label for pieces in set | $ 0.20 |
| 4.3.11 | Radio Frequency Identification Tags (RFID) | $ 0.25 *** |
| 4.3.12 | Heat resistant pockets for Spoken Word CD | $ **** |
| 4.3.13 | Other, please specify: | $ N/A |
| 4.3.14 | Other, please specify: | $ N/A |
| 4.3.15 | FULLY SHELF AND SYSTEM-READY PROCESSING, DIGITALLY | $6 70 |
| 4.3.16 | FULLY SHELF AND SYSTEM-READY PROCESSING, MANUALLY | $5.95 |

4 3 1 1 - 4.3 12: Pricing per component is available through BT MARC; options are available as described in the enclosed BT MARC Specification brochures

4.3.15 - 4 3 16. The shelf-ready process is available through Customized Library Services (CLS).

* Original manufacturer artwork fit to case.

** MARC and call number labels will be provided for any spoken word audio or Playaway title annotated and advertised in our Forecast publication MARC and call number labels will be provided for any new, annotated, advertised, and recommended DVD and CD music titles listed in our monthly publication, The ALERT

*** Affix customer-supplied RFID tag.

**** included in 4.3.1 4 and 4 3.15/4 3.16

SECTION FOUR

# PRICE SHEET

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

OFFEROR NAME: Baker & Taylor, Inc

### 4.4 INVENTORY SERVICES

| | | |
|---|---|---|
| 4.4.1 | Creation of inventory (holdings) records | $ * |
| 4.4.2 | Cataloged items | $ * |
| 4.4.3 | Uncataloged items | $ * |
| 4.4.4 | Other, please specify: | $ N/A |
| 4.4.5 | Other, please specify: | $ N/A |

### 4.5 AUTHORITY FILE SERVICES

| | | |
|---|---|---|
| 4.5.1 | Editing / upgrading of existing records | $ ** |
| 4.5.2 | Addition of records | $ ** |
| 4.5.3 | Other, please specify: | $ N/A |

### 4.6 COLLECTION DEVELOPMENT SERVICES

| | | |
|---|---|---|
| **4.6.1** | **Selection Lists (forthcoming titles) – Stock / Standardized** | |
| 4.6.1.1 | Bibliographic information only | $ No charge *** |
| 4.6.1.2 | Bibliographic information with brief annotations | $ No charge *** |
| 4.6.1.3 | Bibliographic information with full-text reviews | $ No charge *** |
| 4.6.1.4 | Other, please specify: | $ N/A |
| 4.6.1.5 | Other, please specify: | $ N/A |

| | | |
|---|---|---|
| **4.6.2** | **Selection Lists (forthcoming titles) – Customized** | |
| 4.6.2.1 | Bibliographic information only | $ No charge *** |
| 4.6.2.2 | Bibliographic information with brief annotations | $ No charge *** |
| 4.6.2.3 | Bibliographic information with full-text reviews | $ No charge *** |
| 4.6.2.4 | Other, please specify: | $ N/A |
| 4.6.2.5 | Other, please specify: | $ N/A |

| | | |
|---|---|---|
| **4.6.3** | **Special Bibliographies – Stock / Standardized** | |
| 4.6.3.1 | Bibliographic information only | $ No charge *** |
| 4.6.3.2 | Bibliographic information with brief annotations | $ No charge *** |
| 4.6.3.3 | Bibliographic information with full-text reviews | $ No charge *** |
| 4.6.3.4 | Other, please specify: | $ N/A |
| 4.6.3.5 | Other, please specify: | $ N/A |

*Acquisition level/inventory level records for all titles ordered are available at no additional charge through Title Source 3. If standard LC services are selected (BT MARC), please refer to item 4.2.3 for available services and pricing. If CLS services are chosen, the catalog record provided through the CLS process will update the acquisition level record. Please see CLS per unit pricing outlined in 4.3 15, 4 3 16, and original cataloging (4 2.2.).



** Included in items 4.3 15 and 4.3.16 Please refer to our response to Attachment A - Authority File Maintenance for level of service offered

*** Please see our response to items 1 2.2 and 1.5

SECTION FOUR

# PRICE SHEET

CITY OF GLENDALE
Materials Management

## Solicitation Number: 10-25

Library Media

OFFEROR NAME: Baker & Taylor, Inc.

* Please see our response to items 1.2.2 and 1.5 for additional information.

| 4.6.4 | **Special Bibliographies – Customized** | |
|---|---|---|
| 4.6.4.1 | Bibliographic information only | $No charge * |
| 4.6.4.2 | Bibliographic information with brief annotations | $No charge * |
| 4.6.4.3 | Bibliographic information with full-text reviews | $No charge * |
| 4.6.4.4 | Other, please specify: _____ | $N/A |
| 4.6.4.5 | Other, please specify: _____ | $N/A |

## 4.7 STANDING ORDER SERVICES

** For Automatically Yours programs (see our response to item 1.2 2), discounts and cataloging & processing charges outlined in 4 1 - 4 3 will apply. DVD & Music Parade program is a subscription service, as outlined in the enclosed brochure

| 4.7.1 | Please specify: | $ ** |
|---|---|---|
| 4.7.2 | Please specify: | $ ** |
| 4.7.3 | Please specify: | $ ** |

## 4.8 SINGLE CASSETTE/DISC REPLACEMENT

*While Baker & Taylor will be happy to replace damaged or defective material, we cannot accept the return of individual tapes or discs of a multi-part set The library must return the entire set in order to receive credit or replacement.*

| 4.8.1 | Please specify: | $N/A |
|---|---|---|
| 4.8.2 | Please specify: | $N/A |

## 4.9 MATERIALS LEASING PROGRAM

| 4.9.1 | Please specify: | $26.50/unit *** |
|---|---|---|
| 4.9.2 | Please specify: | $N/A |

4.10 **DELIVERY** Proposer states that all items will be delivered ****_____ calendar days after receipt of order. Any delay in delivery beyond the stated date may result in the implementing of the "default" and/or "liquidated damages" provisions.

4.11 **PROCUREMENT CARD ORDERING CAPABILITY** See Section 2. Please check appropriate box.

[X] YES, I will accept payment under this contract with the Procurement Card.
[ ] NO, I will not accept payment under this contract with the Procurement Card.

4.12 **DISCOUNT/PAYMENT TERMS**: The City standard is 2% 20 days.

Comply: YES [ ] NO [X]

If your answer is NO, please state terms offered: Net 30 days from the date of invoice.

*** DVDs with a list price from $15.01 - $30 00 count as one DVD against the quota allowance. Please refer to the enclosed DVD Lease Plan brochure for additional information and pricing for DVD Lease CLS services are not available for DVD Lease materials Included cataloging and processing standard options are outlined in the brochure, upgraded cases to meet library requirements and digital media processing including barcode, property label and spine label are included in the price noted in 4 9.1.

**** Please see our response to item 1.8 2. Baker & Taylor will make every effort to obtain the requested materials in the desired time period However, should requested materials be, for any reason, unavailable to Baker & Taylor, Baker & Taylor will not be held liable for expenses incurred by the Library to obtain materials from other sources or penalties levied.