

ENOCH PRATT FREE LIBRARY
REQUEST FOR PROPOSALS FOR
A STUDY OF THE MARYLAND INTERLIBRARY
DELIVERY SYSTEM

Issue Date: November 1, 2021

Pre-Bid Question Deadline: November 8, 2021 at 5:00 p.m. local time

Bid Deadline: November 22, 2021 at 5:00 p.m. local time
Enoch Pratt Free Library
State Library Resource Center
Send bids to: procurement@prattlibrary.org

Procurement Contact: Wesley Wilson
Chief, State Library Resource Center
Email: wwesley@prattlibrary.org
Phone: (410) 396-5429

Description: The Enoch Pratt Free Library (“Library”) is seeking proposals from qualified companies to provide a Study of the Maryland Interlibrary Delivery System. For full details of the scope of work, see Section 3 – Scope of Work.

Written questions regarding the substance of the RFP must be submitted via e-mail to the procurement contact listed above no later than the Pre-Bid Question Deadline indicated above. Emailed Bids are due prior to the Bid Deadline indicated above and must be delivered to wwesley@prattlibrary.org Late bids will not be accepted – NO EXCEPTIONS.

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Section 1 – Proposal Process Timeline

Event	Location	Dates	Time (EST)
Bid Issue	Email: wwesley@prattlibrary.org	11/1/2021	5:00 p.m.
Deadline for Pre-Bid Inquires	Email: wwesley@prattlibrary.org	11/8/2021	5:00 p.m.
Bid Deadline	E-Mail Proposals to: procurement@prattlibrary.org	11/22/2021	5:00 p.m.
Bid Evaluation Shortlist	Consultant will be notified by E-Mail	11/25/2021	TBD
Shortlist Interviews	Virtual interviews if required, Enoch Pratt Free Library/State Library Resource Center	12/4/2021	TBD
Final Evaluation	Enoch Pratt Free Library/State Library Resource Center Administrative Team	12/8/2021	TBD
Notice of Intent to Award	Consultant will be notified by E-Mail	12/9/2021	TBD
Anticipated Award Date	Consultant will be notified by E-Mail	12/16/2021	TBD

Section 2 – Instructions & General Conditions

1. **COMMUNICATIONS:** All communications, any modifications, clarifications, amendments, questions, responses or any other matters related to the Request for Proposal (RFP) must be made only through the Procurement Contact noted on the cover of this RFP, or their designee. A violation of this provision is cause for the Library to reject a company's bid. No contact regarding this document with other Library employees is permitted, and may be grounds for disqualification.
2. **PRE-BID INFORMATION AND QUESTIONS:** Each bid that is timely received will be evaluated on its merit and for completeness of all requested information. In preparing bids, Bidders are advised to rely only upon the contents of this RFP and accompanying documents and any written clarifications or addenda issued by the Library. If a Bidder finds a discrepancy, error, or omission in the RFP package, or requires any written addendum thereto, the Bidder is requested to notify the Procurement Contact noted on the cover of this RFP, so that written clarification may be sent to all prospective Bidders. All questions must be submitted in writing to the Procurement Contact before the Pre-Bid Question Deadline indicated on the front of this document. All answers will be issued in the form of a written addendum.
3. **RFP MODIFICATIONS:** Clarifications, modifications, or amendments may be made to the RFP at any time prior to the Bid Deadline at the discretion of the Library.
4. **BID SUBMISSION:** Submit offer on the Bid Form provided. Bidders are required to complete the entire Bid Form and supplements (if applicable).
 - a. Bids must be submitted to the Library by email to procurement@prattlibrary.org, before the date and time indicated as the deadline. It is each Bidder's sole responsibility to ensure the Library receives the bid prior to the Bid Deadline.
 - b. Submission of a bid establishes a conclusive presumption that the Bidder is thoroughly familiar with the Request for Proposal (RFP) and that the Bidder understands and agrees to abide by each and all of the stipulations and requirements contained therein.
 - c. All costs incurred in the preparation and presentation of the bid is the Bidder's sole responsibility; no pre-bid costs will be reimbursed to any Bidder. All documentation submitted with the bid will become the property of the Library.
 - d. Bids must be held firm for a minimum of 60 days.
5. **EXCEPTIONS:** Bidder shall clearly identify any proposed deviations from the Scope of Work in the Request for Proposal. Each exception must be clearly defined and referenced to the proper paragraph in this RFP. The exception shall include, at a minimum, the Bidder's proposed substitute language and opinion as to why the suggested substitution will provide equivalent or better service and performance. If no exceptions are noted in the Bidder's bid, the Library will assume complete conformance with this specification and the successful Bidder will be required to perform accordingly. Bids not meeting all requirements may be rejected.
6. **DUPLICATE BIDS:** No more than one (1) bid from any Bidder, including its subsidiaries, affiliated companies, and franchises will be considered by the Library. In the event multiple bids are submitted in violation of this provision, the Library will have the right to determine which bid will be considered, or at its sole option, reject all such multiple bids.

7. **REJECTION:** The Library reserves the right to reject any or all bids, or to accept or reject any bid in part, and to waive any minor informality or irregularity in bids received if it is determined by the Chief State Library Resource Center that the best interest of the Library will be served by doing so. A Bidder's failure to provide any additional information requested by the Library prior to a consultant selection may result in rejection of the bid. The Library may reject any bid from any person, firm, or corporation in arrears or in default to the Library on any contract, debt, or other obligation, or if the Bidder is debarred by the Library from consideration for a contract award.
8. The Library reserves the right to reject all nonconforming, nonresponsive, unbalanced, or conditional Bids. Discrepancies in the multiplication of unit prices and unit prices themselves will be resolved in favor of unit price. Discrepancies between the indicated sum of any column of figures and the correct sum thereof will be resolved in favor of the correct sum.
9. **PROCUREMENT POLICY:** Procurement for the Library will be handled in a manner providing fair opportunity to all businesses. This will be accomplished without abrogation or sacrifice of quality and as determined to be in the best interest of the Library.
10. **NON-DISCRIMINATION:** Library will not contract with any person or firm that discriminates against employees or applicants for employment because of any factor not related to job performance. The Bidder must comply with all federal, state, and local laws and policies that prohibit discrimination in employment contracts. The Bidder must include in its subcontracts provisions that prohibit subcontractors from discriminating in their employment practices.
11. **QUALIFICATIONS:** Consultant will meet the following criteria:
 - A. Minimum of 10 years' experience working with public library clients.
 - B. Experience in workflow management
 - C. Knowledge of library network functions
 - D. Demonstrated ability to develop positive working relationships and the ability to communicate using existing technologies.
12. **BIDDER EVALUATION:** The Bid will be awarded to the most responsive, responsible Bidder meeting specifications with the highest evaluation score based upon the following criteria:
 - A. **Background and Experience – 30%**
 - B. **Comparable Projects – 20%**
 - C. **Proposed Work Plan – 30%**
 - D. **Proposed Fee Arrangements – 20%**
13. **CONTRACT AWARD:** The Library reserves the right to award by item, group of items, or total bid. The Bidder to whom the award is made will be notified at the earliest possible date. After a final award of the Contract by the Library, the Consultant must execute and perform said Contract. If, for any reason, a contract is not executed with the selected Bidder within fourteen (14) days after receipt of Contract, then the Library may recommend the award to the next qualified Bidder.

- 14. DISQUALIFICATION OF BIDDERS:** Any one or more of the following causes may be considered for the disqualification of a Bidder as non-responsible and the rejection of the Bid:
- a. Evidence of collusion among Bidders;
 - b. Lack of competency as revealed by either financial, experience, or safety statements;
 - c. Lack of responsibility as shown by past work;
 - d. Uncompleted work under other contracts which in the judgment of the Library, might hinder or prevent the prompt completion of additional work if needed.
- 15. DISCUSSIONS:** Discussions may be conducted with responsible Bidders, in order to clarify and assure full understanding of, and conformance to, the solicitation requirements. Discussions may be conducted with Bidders who submit bids determined to be reasonably susceptible of being elected for award, but bids may be accepted without such discussions.
- 16.** Bidders shall be accorded fair and equal treatment with respect to any opportunity for discussions and revisions of bids. Such revisions may be permitted after submission and prior to award for the purpose of obtaining best and final offers. If during discussions there is a need for any substantial clarification or change in the RFP, the RFP shall be amended to incorporate such clarification or change. The Bidder shall reduce any substantial oral clarification of a bid in writing.
- 17. SUBCONTRACTORS:** The successful Bidder must identify all subcontractor(s) regardless of the dollar amount or percentage and the services they will provide. The successful Bidder is responsible for all payments and liabilities of all subcontractor(s). The Library reserves the right to approve or reject any proposed subcontractor. If the Library rejects any proposed subcontractor, the successful Bidder shall be responsible to assume the proposed subcontractor's responsibilities. The successful Bidder may propose another subcontractor if it does not jeopardize the effectiveness or efficiency of the contract.
- 18.** Nothing contained in the RFP or in the contract shall create or be construed as creating any contractual relationship between subcontractor and the Library. The Contract will not be assignable to any other business entity without the Library's approval.
- 19. INSURANCE REQUIREMENTS:** At all times during the term of the contract, the Consultant shall maintain, at their sole expense, insurance coverage for the Consultant, its employees, officers and independent contractors, as follows:

TYPE OF INSURANCE	MINIMUM ACCEPTABLE LIMITS OF LIABILITY
1. Workers Compensation	Statutory
2. Employers Liability	
A. Each Accident	\$2,000,000.00
B. Each Employee-disease	\$2,000,000.00
C. Policy Aggregate-disease	\$2,000,000.00
3. Commercial General Liability	
A. Per Occurrence	\$2,000,000.00
4. Business Auto Liability	\$2,000,000.00

Enoch Pratt Free Library and the City of Baltimore, and the members, officers, directors, agents and employees of each of these three entities shall be named as additional insured.

- 20. DISCLOSURE OF CONTENTS:** All information provided in the bid shall be held in confidence and shall not be revealed or discussed with competitors or the general public, until after award of the contract except as provided by law or court decision.
- 21.** Bidders must make no other distribution of the bids other than authorized by this RFP. A Bidder who shares cost information contained in its bid with other Library personnel or competing Bidder's personnel shall be subject to disqualification.

- 22. PUBLIC DISCLOSURE:** Bids are subject to public disclosure after the deadline for submission in accordance with applicable law.
- 23. CONTRACT COMMENCEMENT:** Commencement of a contract shall not begin prior to all necessary Library approvals, including Library's Board of Directors approval where required, and subsequent execution of the Library's Contract. Commencement of a contract without these approvals is solely at the Bidder's own risk and is likely to result in no payment for services performed or goods received.
- 24. CHANGE ORDERS:** In the event the Library determines to change the Statement of Work (SOW) to either delete or add work to be performed by the Consultant or the materials to be provided for the SOW, the Consultant shall prepare a Change Order setting forth in detail the changes to the SOW, the cost associated with the changes. The Library shall have the right to approve or disapprove the change order. Change Order Requests shall not exceed a markup percentage of Ten Percent (10%).

Section 3 – Scope of Work

PROJECT OVERVIEW

The Enoch Pratt Free Library is soliciting proposals from qualified vendors to provide an evaluation of the current statewide interlibrary delivery system managed by the Enoch Pratt Free Library/State Library Resource Center. Services provided by the Consultant include: recommendations that ensure efficiency and optimization of the existing service, development of an annual evaluation process that includes input from network libraries, and a model for ongoing fiscal stability in the future.

BACKGROUND AND GENERAL INFORMATION

The Enoch Pratt Free Library (EPFL) is Baltimore's public library with 22 branch locations, including the Central Library, the system's Main Library. In 1971, the Maryland General Assembly designated the Central Library the State Library Resource Center (SLRC) by state law due to its comprehensive collections, resources, and subject matter experts providing all Maryland citizens access to a collection and resources that are unparalleled in Maryland's public library system.

One of the Library's major SLRC responsibilities is the operation of a statewide cooperative resource sharing network of Maryland public, academic, school and special libraries. Libraries and their customers are connected to the network through Marina, an automated interlibrary loan system managed by SLRC. Marina allows customers to place interlibrary loan requests directly. Materials not available from the EPFL/SLRC collection are automatically referred to participating lenders in the network on behalf of the borrowing libraries. SLRC provides access to library collections and resources to the citizens of Maryland, via their local library system regardless of where they may live.

The Maryland Interlibrary Loan Organization (MILO), a department within EPFL/LRC, has the broad mission managing Marina and coordinating the statewide delivery service as its hub. This includes the processing of Marina requests as well as the delivery of print and non-print materials.

The annual cost of the existing service directly managed by SLRC is \$336,186 which includes staffing, transportation, and contractual services provided by one participating network member, the Baltimore County Public Library. Previously contractual support was provided by two participating network members; however, due to staffing constraints the Montgomery County Public Library determined the need to withdraw from the delivery contract. SLRC contracts with Hub City, a private delivery service to handle the Montgomery County delivery route.

The Eastern Shore Regional Library (ESRL) and the Western Maryland Regional Library (WMRL) provide delivery to the county libraries within their region upon receiving materials from MILO/SLRC. This requires ESRL to meet the delivery truck from MILO/SLRC in the parking lot of Chesapeake College for a pick-up of new materials and return of materials being returned. The WMPL is required to drive to the Frederick County Public Library to retrieve and return materials.

MARYLAND DELIVERY ROUTES

Delivery routes are currently operating at capacity.

BCCN (Baltimore City Courier Network) route operated by SLRC supports delivery to:

- Johns Hopkins University and the Johns Hopkins Welch Medical Library
- Loyola-Notre Dame College
- Maryland Library Association
- University of Maryland Health Sciences Library
- Peabody Conservatory
- Maryland Library for the Blind and Physically Disabled
- Maryland State Office Building Complex
- University of Baltimore and University of Baltimore Law Library
- Maryland State Library Association
- Morgan State University

BCPL (Baltimore County Public Library) route operated by BCPL through contract with SLRC, cost: \$66,150

- Baltimore County Public Library
- Catonsville Community College Baltimore County
 - Dundalk Community College
 - Essex Community College
- Carroll County Public Library
 - Carroll County Public Schools
 - Carroll community College
 - Western Maryland College
- Cecil County Public Library
- Harford County Public Library
 - Harford County Public Schools
 - Harford Community College
- Howard County Public Library
 - Howard County Public Schools
 - Howard Community College

LINCS (Library Information Network Courier System) route operated by SLRC and ESRL. ESRL inter-county delivery and delivery costs are handled by ESRL.

- Anne Arundel County Library
- Maryland State Law Library
- St. John's College
- Anne Arundel Community College
- Kent County
- Queen Anne's County
- Chesapeake Community College (Hand off to ESRL) which serves:
 - Caroline County Public Library – 3 branches
 - Wicomico County Free Library -3 branches
 - Eastern Shore Regional Library
 - Dorchester County Public Library – 2 branches
 - Talbot County Free Library – 2 branches
 - Somerset County Library – 2 branches

- Worcester County Public Library – 5 branches
- Salisbury State College
- University of Maryland Eastern Shore
- Washington College
- Eastern Correctional Institute

MONT (Montgomery County) operated by Hub City through contract with SLRC, cost \$96,300

- University of Maryland College Park
- Prince George’s Memorial Library System
- Frederick County Public Library (Hand off to Washington County Free Library) which serves:
 - Allegany County Public Library
 - Garrett County Public Library
 - Washington County Public Library
 - Washington County Public Schools
 - Western Maryland Regional Library

SMRLA (Southern Maryland Delivery System) via United Parcel Service, cost \$1500.00. Inter-county delivery and return postage to SLRC is handled by SMRLA:

- St. Mary’s County Library – 3 branches
- Southern Maryland Regional Library
- Charles County Public Library – 4 branches
- College of Southern Maryland
- Calvert County Public Library – 4 branches
- Calvert County Board of Education
- St. Mary’s College of Maryland
- Charlotte Hall Post Office

PROPOSAL ELEMENTS

1. A cover letter providing a brief description of the firm or individual, name, address of consultant, telephone number, email, and fax of principal contact person.
2. Company Profile (Describe your organization's core businesses, products, services, markets, awards, etc.)
3. A summary of the consultant's qualifications and experience related to library and information science as well as experience in working with public libraries.
4. Executive Summary, which should not exceed one page in length and illustrates that the consultant understands the purpose and potential outcomes of the project.
5. Scope of work, a work plan that includes a description of the methodology, tasks, timeline, and estimated amount of time that would be spent on the project.
6. Exclusions or exceptions: Note any parts of the proposal that are beyond the expertise of the consultant, or best handled by library staff.
7. A schedule of costs for providing planning services, including supplies, number of onsite visits and cost per trip, data gathering and analysis, and other associated costs.
8. References of at least three (3) public library systems for which consultant has provided delivery planning service. Include contact information.
9. References from a minimum three (3) public library systems for which consultant has provided delivery planning service. Include contact information.

**Consultants are welcome to provide additional documentation that will help the Library in the review and selection process.

TASKS:

The following tasks outline the work to be performed by Consultant for the Library.

Provide strategic advice and recommendations for the maintenance, management and coordination of the statewide delivery service, including but not limited to:

1. Evaluation of the current MILO delivery process and infrastructure.
2. Review of the existing delivery routes currently supporting the statewide transshipment service.
3. Survey library staff and contractors currently participating in the delivery network.
4. Interview library administration from the libraries currently participating in the delivery network.
5. Provide recommendations for more effective delivery models in order to increase fiscal efficiency and reduce delivery turnaround times.
6. Identify opportunities or options to broaden delivery services by increasing the number of libraries directly connected to a courier route reducing courier and participating library trips.
7. Reduce material handling and delivery costs across the delivery network.
8. Develop an annual evaluation process with ongoing performance measures to facilitate quality control and network member satisfaction.
9. Report all findings and recommendations in a written report.

PROCESS:

1. Consultant shall provide a detailed process through which they intend to manage the scope, assess the data, integrate the data, communicate the information, and make recommendations.
2. Consultant shall provide a schedule indicating milestones of the project at a minimum of noting dates for completion of work tasks and deliverables. Significant tasks and deliverables include review, cost analysis, and evaluation, stakeholder survey and interview, new models and opportunities, annual performance evaluation process.
3. Consultant shall submit a Draft Report for review by Library staff. The Final Report must address the entirety of the detailed tasks.

LIBRARY'S RESPONSIBILITIES:

In their proposal, Consultant shall define information, services and expertise needs from the Library for the implementation of this project.

ON-SITE HOURS OF WORK:

On-site work shall be completed during normal business hours (8:00 a.m. – 5:00 p.m.) contingent on event activities.

FINAL PAYMENT:

Final contract payment is contingent upon Library's approval of work.

Bid Form to Follow

Section 4 – Bid Form

Failure to complete this form in its entirety may result in your Bid being deemed non-responsive.

BIDDER:

Legal Business Name _____

Other Entity Name(s) (if applicable) _____

License Number (if applicable) _____

Primary Contact Name _____

Primary Contact Position _____

Primary Contact Phone Number _____

Primary Contact Email _____

BID:

Project Total (Lump Sum Price): _____

EXCLUSIONS AND CLARIFICATIONS. Provide a list of any exclusions and/or clarifications:
(use additional sheets of paper as needed)

PROMPT PAYMENT DISCOUNT:

The price(s) proposed herein can be discounted by _____%, if payment is made within _____ days.
Note: Unless Prompt Payment Discount is specified above, a Net 30 will be considered.

COMPANY RESUME:

Submit a company resume highlighting company’s relevant experience, qualifications, and key personnel. **(Attach as separate file)**

PROJECT SCHEDULE:

Submit a project schedule with key milestones. **(Attach as separate file)**

COMPARABLE PROJECTS. Provide Four (4) Comparable Projects:

(use additional sheets of paper as needed)

1. Project

Name: _____

Project Address: _____

Name of

Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Are Different Values, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

2. Project

Name: _____

Project Address: _____

Name of

Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

3. Project

Name: _____

Project Address: _____

Name of

Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

4. Project

Name: _____

Project Address: _____

Name of

Company: _____

Client Contact Information: _____

Contract Award Value: \$ _____

Contract Completion Value: \$ _____

If Contract Award / Completion Values Are Different, Please Explain Why: _____

Contract Completion Date: _____

Actual Completion Date: _____

Brief Description of Agreement/Contract or Services Provided: _____

TO: LIBRARY

The Undersigned hereby offers and agrees to furnish the goods and/or services in compliance with all terms, scope of work, conditions, specifications, and addenda in the Request for Proposal.

BIDDER QUALIFICATION STATEMENT:

The following statements of experience, personnel, and general qualifications of the Bidder are submitted with the assurance that the Library can rely on its accuracy and truthfulness.

ADDENDA:

The undersigned has read, understands and is fully cognizant of the Instruction, Scope of Work, Bid Form, all Exhibits thereto, and all contents of this document, together with any written addenda issued in connection with any of the above. The undersigned hereby acknowledges receipt of the following addenda: _____ (write "none" if none). In addition, the undersigned has completely and appropriately filled out all required forms.

COMPLIANCE:

The undersigned hereby accepts all administrative requirements of the RFP and will be in compliance with such requirements. By submitting this Bid Form, the Bidder represents that: 1) the Bidder is in compliance with any applicable ethics provisions of the Library's RFP, and 2) if awarded a contract to provide the goods or services required in the RFP, the Bidder will comply with the Library's standards outlined in this RFP.

NON-COLLUSION:

The undersigned, by submission of this Bid Form, hereby declares that this Bid is made without collusion with any other person, firm, or corporation.

INSURANCES:

The undersigned further agrees that if awarded the Contract, it will submit to the Library any required evidence of required insurance coverage within 14 business days after acceptance of this bid.

FROM:

Respondent's Name:

Title: _____

Signature: _____