COLUMBUS METROPOLITAN LIBRARY

Request for Proposal

Finance Enterprise Resource Planning Software as a Service and Implementation Services

Issue Date: April 7, 2017

RFP Number: CML #17-011

Issued by:
Procurement Department
96 S. Grant Ave.
Columbus, OH 43215

Deadline for Submittal:
April 28, 2017
No later than 12:00 NOON EST
REQUEST FOR PROPOSAL COVER SHEET

The Columbus Metropolitan Library (“CML” or “Library”) is issuing this Request for Proposal (“RFP”) for Finance Enterprise Resource Planning (“ERP”) Software as a Service (“SaaS”) and Implementation Services (the “Project”). The Proposal Identification Number is CML # 17-011.

Proposals must be received at the Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215 no later than 12:00 Noon (Columbus, Ohio local time) on Friday, April 28, 2017. Any Proposal (“Proposal”) arriving after 12:00 Noon will be marked late and will receive no consideration for selection to provide the specified services.

All questions or requests for clarifications should be submitted no later than 12:00 Noon on Friday, April 14, 2017 to procurement@columbuslibrary.org.

The Offeror (“Offeror”) declares to have read and understood and affirms, by its signature below, to be bound by all the instructions, terms, conditions and specifications of this RFP and agrees to fulfill the requirements of any contract (“Contract”) for which it is selected to provide the specified services at the prices proposed.

The Offeror certifies, by signature affixed to this Request for Proposal Cover Sheet, that the information provided in response to this RFP, including certified statements, is accurate and complete.

<table>
<thead>
<tr>
<th>Federal Taxpayer Identification Number (TIN)</th>
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<tbody>
<tr>
<td>Name of person signing Proposal (Please print or type)</td>
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<tr>
<td>Offeror Name</td>
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<td>Mailing address</td>
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<tr>
<td>City</td>
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<tr>
<td>Telephone</td>
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<tr>
<td>Contact Person</td>
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<tr>
<td>E-Mail address</td>
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<tr>
<td>Authorized Signature (Original signature only) Please use Blue Ink.</td>
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THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL
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Background

The Columbus Metropolitan Library (CML) was founded in 1872 and is a county district library with its principal place of business at 96 South Grant Avenue, Columbus, Ohio. CML consists of 25 locations throughout Franklin County, Ohio. CML has approximately 800 employees. CML also provides Outreach Services, serving a diverse population with varying needs, ranging from preschoolers to senior citizens.

CML adheres to a long-term strategic plan, first developed in 2003 and updated in 2012, with guidance from members of the community, library staff, Friends of the Library and CML’s Board of Trustees. This strategic plan provides measurable objectives, clear initiatives and includes the following five sectors for concentrated focus:

1. Young Minds: encouraging learning and growth for a foundation for a successful life.
2. My Library: building the next generation library that results in a library that works for me.
3. Life Skills: embracing challenges and providing opportunities for a community that reaches its potential.
4. CML’s Partners: leverage our community maximize CML’s reach and impact.
5. CML’s Staff: grow our team to provide a world-class experience.

Current Business and ERP environment

CML, which is a separate legal entity, is financially, managerially and operationally independent from both Franklin County and the City of Columbus. Accordingly, CML is a governmental entity which uses modified accrual accounting during the year as prescribed by Governmental Accounting Standards Board (GASB).

CML uses 3 major funds (General, Capital Assets and Debt Service). Encumbrance accounting, under which purchase orders, contracts and other commitments for the expenditure of monies are recorded in order to reserve that portion of the applicable appropriation, is employed in all funds.

A Comprehensive Annual Financial Report (CAFR) is prepared using full accrual accounting at the end of the year to conform to Generally Accepted Accounting Principles (GAAP). CML’s fiscal year end is December 31.

CML currently uses ONESolution (Version 16.1), by SunGard, as its ERP system. The product was installed in the early 2000s and most current version upgrade was in 2012. CML recently elected to outsource its payroll and benefits management functions to ADP and this new arrangement will be in place by April 2017.

The primary financials modules used within ONESolution are general ledger, fixed assets, payroll, procurement, accounts payable, and budgeting. CML has no inventory and no material accounts receivable. Revenue comes from two primary sources, a County-wide tax levy and the Public Library Fund which is a percentage of general fund revenue of the State of Ohio that is disbursed to public libraries.
A current approximate breakdown of finance system users is as follows:

~ 20 power users (Finance and a few other team members who use the system daily to perform work tasks… concurrent user types)

~ 15 administrative users who initiate purchase requisitions

~ 20 users who have to approve workflow tasks (like purchase requisitions)

~ 50 inquiry only/light users who log in occasionally (for example, branch managers can pull their department financial statements).
Proposal Invitation

Software Services

CML is assessing the option of replacing their financial ERP system, to include a re-engineering and re-design of their financial business processes. With this RFP, CML is seeking proposals from qualified suppliers for a proven, integrated cloud-based software solution to manage the financial operations of CML and its numerous branch operations.

Proposals must include all services and costs necessary to meet the business and technical requirements of CML as outlined in this RFP. Proposals must address the following:

1) A SaaS solution for approximately one hundred (100) users

2) Services to implement the solution.

For the SaaS solution, CML expects to enter into an agreement with the successful technology supplier(s) for no less than a five (5) year period with an option to renew beyond the initial period.

Implementation Services

CML expects consulting services for the SaaS solution implementation will be included in the technology proposal. It is the preference that the vendor awarded the SaaS solution will be the lead vendor on the implementation services of the software and will have experience in governmental entities. The awarded vendor may partner with other vendors to implement the software. CML reserves the right to separately contract with additional consulting vendors as the need arises.

CML will review and approve or deny all subcontractor firms during the RFP process, and subsequent additions and removals during the contract. CML retains the right to review and approve or deny all individuals during the RFP process, and subsequent additions and removals during the Contract.

The detailed project implementation scope and schedule will be fully defined at a later date. It is the expectation of CML to be fully implemented in twelve (12) months or less from the start of the implementation project. With this RFP, CML is asking suppliers to propose specific roles, hourly rates and a project schedule to assist during the implementation phases.

CML requires the SaaS vendor to provide a certification program to Library employees similar to that in which consulting partners are certified.
Projected Timeline

<table>
<thead>
<tr>
<th>Activity</th>
<th>Target Completion Date</th>
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</thead>
<tbody>
<tr>
<td>Issuance of RFP</td>
<td>Friday, April 7, 2017</td>
</tr>
<tr>
<td>Inquiry Period Begins</td>
<td>Monday, April 10, 2017</td>
</tr>
<tr>
<td>Inquiry Period Ends</td>
<td>Friday, April 14, 2017 by 12:00 noon</td>
</tr>
<tr>
<td>Final Response to Vendor Questions</td>
<td>Wednesday, April 19, 2017 by 5:00pm</td>
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<tr>
<td>Proposal Due Date</td>
<td>Friday, April 28, 2017 by 12:00 noon</td>
</tr>
<tr>
<td>Vendor Selection for Demos</td>
<td>Friday, May 5, 2017</td>
</tr>
<tr>
<td>Vendor Demo Period</td>
<td>May 8 – 19, 2017</td>
</tr>
</tbody>
</table>

Once the schedule has been agreed to by the Contractor and CML, the Contractor shall not change the schedule, without the written permission of CML. Times referenced herein are local time Columbus, Ohio.

Proposal Response Instructions

Offerors are cautioned to carefully review all parts of the RFP. No allowance will be made for any error or negligence of the Offeror.

Proposals are to be prepared in such a way as to provide a straightforward, concise description of the Offeror’s capabilities to satisfy the requirements of this RFP and provide sufficient information to fully establish the Offeror’s ability to perform all of the actions, activities and functions described in this RFP.

Emphasis should be on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness and clarity of content and should minimize extraneous marketing materials.

Costs for developing the Proposal are entirely the responsibility of the Offeror and shall not be chargeable to CML.

Proposal Questions

Direct all questions or clarifications regarding this RFP to procurement@columbuslibrary.org and reference the Proposal Identification Number (CML # 17-011) and title of the RFP (*Finance ERP SaaS and Implementation Services*). All questions must be submitted no later than 12:00 noon on Friday, April 14, 2017.

Offerors are encouraged to submit questions at any time during the inquiry period. Answers to all questions will be documented and posted on the “Doing Business with the Library” page of CML’s website at www.columbuslibrary.org/about/doing-business. Answers will be posted no later than 5:00 on Wednesday, April 19, 2017.
# Proposal Format

To facilitate comparison of Proposals, Offerors must submit Proposals in a format that corresponds to the outline below. Proposals must include a table of contents listing all sections.

<table>
<thead>
<tr>
<th>RFP Response Requirements</th>
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<tbody>
<tr>
<td><strong>Executive Summary</strong></td>
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<tr>
<td>The Offeror shall provide an executive summary of the RFP response. The summary should be limited to a brief narrative highlighting the vendor’s proposal. The summary should contain as little technical language as possible and should be oriented toward non-technical personnel.</td>
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<table>
<thead>
<tr>
<th><strong>Statement of the Offeror's Abilities</strong></th>
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<tbody>
<tr>
<td>1. Brief history of the company.</td>
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<tr>
<td>2. Product and services offerings.</td>
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<tr>
<td>3. Describe the Offeror’s core competencies.</td>
</tr>
<tr>
<td>4. The number of years the Offeror has been in business.</td>
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<tr>
<td>5. Primary corporate location. Provide address.</td>
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<tr>
<td>6. The geographical area of operations and professional affiliations.</td>
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<tr>
<td>7. Overview of the ownership structure of the company. Is the company private or public?</td>
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<tr>
<td>8. Provide an overview of the company strategic direction.</td>
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<tr>
<td>9. Describe any alliances or strategic partnerships with other companies.</td>
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<tr>
<td>10. Size and composition of the organization.</td>
</tr>
<tr>
<td>11. Number of customers.</td>
</tr>
<tr>
<td>12. Disclose all information concerning any suits filed, judgments entered or claims made against the Offeror during the last five (5) years with respect to services provided by the Offeror or any declaration of default or termination for cause against the Offeror with respect to such services. In addition, state whether during the past five (5) years the Offeror has been suspended from entering into any government contract.</td>
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<tr>
<th><strong>Offeror's Response Assumptions</strong></th>
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<tr>
<td>Offeror assumptions must be listed and explained in a single and separate section of the Proposal.</td>
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<tr>
<th><strong>Proposed Solution</strong></th>
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<tbody>
<tr>
<td>The Offeror shall provide a functional summary of the technology solution as described in option 1 OR 2 as applicable. Please use the Functional Summary (Attachment A) as a list of functionality to include. The Functional Summary does not limit CML’s functional requirements.</td>
</tr>
<tr>
<td>1. If the functional requirement is met, please highlight how and to what level the solution meets the financial business need.</td>
</tr>
<tr>
<td>2. If the functional requirement is not currently met, please outline the plan for the requirement to be met in the next 1.5 to 2 years of product releases.</td>
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<tr>
<td><strong>RFP Response Requirements</strong></td>
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<tr>
<td><strong>Proposed Implementation Plan</strong></td>
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<td><strong>Software Architecture and Support Tools</strong></td>
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<td><strong>Data Security Summary</strong></td>
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<td><strong>Service Level Summary</strong></td>
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<tr>
<td>Service Level Summary (continued)</td>
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<tr>
<td>c. Data Preservation</td>
</tr>
<tr>
<td>i. Provide a summary of the service level provided by the vendor and ability to meet CML’s expectations of 10 minute RPO.</td>
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<tr>
<td>d. Response to SLA issues of any of the above.</td>
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<tr>
<td>2. Data Center, Network, Storage, Server and Database Architecture &amp; Operations.</td>
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<tr>
<td>3. Data Security</td>
</tr>
<tr>
<td>a. Certifications and Attestations (SSAE 16 Type II, ISO 27001, Cloud Security Alliance STAR Registry).</td>
</tr>
<tr>
<td>b. Compliance Standards (PCI, FERPA, HIPAA, etc.).</td>
</tr>
<tr>
<td>c. Encryption, Access and Isolation.</td>
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<tr>
<td>4. Data Ownership and Ability to access data at termination and procedures for same.</td>
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<tr>
<th>Support</th>
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<tr>
<td>End User Support</td>
</tr>
<tr>
<td>1. The Offeror shall provide a list of end user support that is included in the subscription fee (e.g. updates, help line, online community, etc.).</td>
</tr>
<tr>
<td>2. The Offeror shall provide a single contact for user support.</td>
</tr>
<tr>
<td>3. The Offeror shall provide the location(s) of the call center(s).</td>
</tr>
<tr>
<td>Technical Support</td>
</tr>
<tr>
<td>1. The Offeror shall provide a list of technical user support that is included in the subscription fee (e.g. updates, help line, online community, etc.).</td>
</tr>
<tr>
<td>2. The Offeror shall provide a single contact for software operational and technical support resolution.</td>
</tr>
<tr>
<td>3. The Offeror shall provide the location(s) of the call center(s).</td>
</tr>
</tbody>
</table>
The Offeror shall provide a pricing summary in its cost proposal ("Cost Proposal") that addresses the following details for both the Technology Solution and Professional Services components of this RFP. Refer to Attachment E: Cost Proposal.

Cost is an important consideration for selecting an apparent winning offeror. Offerors are therefore advised to provide aggressive concessions to enable CML to make relevant proposal comparisons. Offerors may provide more than one pricing option with varying assumptions.

CML preference is to select an apparent winning Offeror and to finalize the Contract. However, CML reserves the right to negotiate any terms regardless of Offeror responses. Offerors should not assume that an apparent selection means that CML will accept proposed pricing or legal terms.

The Offeror shall provide the following in its Cost Proposal:

1. **Total Project Cost**
   a. Breakout estimate into Technology Solution and Professional services.
   b. Include details and assumptions used to create estimate
      i. Indicate when subscription services would start in relation to the project and eventually production use.

2. **10 year Total Cost of Ownership**
   a. Base estimate on 10 years of licensing costs
   b. Include one-time implementation and post implementation costs associated with either the technology or professional services.
   c. Include details and assumptions used to create estimate.

3. Reply to each of the numbered cost requirements outline below

### Technology Solution

1. An enterprise license with a predictable cost model (no change for five (5) years and minimal escalation for the following five (5) years).

2. Provide pricing for additional environments and unlimited environments (price per environment over standard),

3. One time technology costs not part of professional services.

4. Any applicable integration and/or conversion licensing costs.

5. Any applicable costs of upgrades/release outside of the standard release schedule.

6. Optionally provide additional pricing for ancillary modules for expanding to Human Resources (HR), Learning Management System (LMS), and Customer Relationship Management (CRM). Refer to Attachment F
Optional Pricing. Any ancillary module shall be submitted on a single and separate Optional Pricing sheet.

7. List maintenance & support that is included in the subscription fee (e.g., updates, help line, online community, etc.).

8. Pricing and description of any support activities requiring payment above and beyond subscription/maintenance fee. Please note if they are applicable to the Project only and/or on-going.

Professional Services

1. Hourly rates by role, not inclusive of travel. Please provide in the form of a fee schedule table that shows all roles being proposed with the corresponding rate. Insure that all resources in the proposed resource plan are included in the fee schedule.

2. Markup by the prime Contractor of subcontracted resources must be shared as part of each subcontractor profile and approval.

3. For each subcontractor listed, identify whether or not the subcontractor is a certified woman-owned or minority-owned business using Attachment C “Bidder’s Diversity & Inclusion Participation Form”. CML reserves the right to reject any subcontractor not identified within the Offeror’s response.

4. Estimate of travel and materials costs.
   a. Note: Travel & materials will be billed separately from time. Actual travel expenses will be billed and all receipts must be provided for reimbursement. Travel expense will not be billed as part of a blended rate. Contractor must follow CML travel policy see Attachment D “CML Travel Policy”.

5. Price, if applicable, for the certification level training provided by the software vendor for the financials application (include price per seat or flat rate for training approximately 20 project team members).

<table>
<thead>
<tr>
<th>Sample Master Agreements</th>
<th>The Offeror must submit sample master agreements.</th>
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<tbody>
<tr>
<td>W-9</td>
<td>The Offeror shall include a completed W-9 Form</td>
</tr>
<tr>
<td>EFT Payment</td>
<td>The awarded Contractor shall provide account information for CML to remit payments by electronic funds transfer (“EFT”).</td>
</tr>
<tr>
<td>Certificate of Insurance</td>
<td>The Offeror shall provide a Certificate of Insurance (“COI”) with coverage per the terms provided herein and list CML as an Additional Insured. Waiver of Subrogation shall also apply and must be indicated on the COI.</td>
</tr>
</tbody>
</table>
# References

The Offeror must submit a minimum of 3 unique client references that satisfy the following in total (including company name and client contact information):

1. A customer that has implemented a project of similar scope as being proposed
2. A similar sized non-profit institution that has implemented your SaaS Financials solution being proposed.
3. A customer that has implemented your SaaS Financials solution located in Central Ohio.
4. A customer whose implementation project included a partnership between the professional services provider and the proposed subcontractor
5. A customer that has implemented Fund accounting or government GAAP.

In addition, please provide a complete client list for your solution that includes the following:

1. This list does not need to include names of individuals, simply the companies who are clients of your cloud financials solution.
2. Please indicate which clients are live and which are still in the implementation phase.
3. For those clients that are live, please indicate which modules within the ERP system are being used.
### Selection Process

CML’s evaluation team will review all Proposals and evaluate responses to the RFP.

#### RFP Evaluation Criteria

Proposals will be evaluated on the basis of the most competitive offer considering quality of products and services offered, cost responsiveness to the RFP requirements, and perceived ability to deliver on requirements.

**Scoring:**
- 1.0 Meets or exceeds criteria
- 0.5 Partially meets criteria
- 0.0 Does not meet criteria

<table>
<thead>
<tr>
<th>Category</th>
<th>%</th>
<th>Details</th>
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<tbody>
<tr>
<td><strong>Software Functionality</strong></td>
<td>20</td>
<td>1. Business application modules</td>
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<td>2. Key features and functions</td>
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<td>3. Automated workflow</td>
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<td>4. Application integration between related business processes in proposal</td>
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<td>5. Functionality roadmap</td>
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<tr>
<td><strong>User Experience</strong></td>
<td>20</td>
<td>1. User-friendly, intuitive interface</td>
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<td>2. Self-service and mobile</td>
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<td>3. Accessibility (ADA compliance)</td>
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<td><strong>Reporting and Analytic Capability</strong></td>
<td>15</td>
<td>1. Executive reporting and dashboarding</td>
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<td>2. Regulatory and standard financial reports</td>
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<td>3. Departmental reporting</td>
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<td>4. Operational/transactional reporting</td>
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<td>5. Reporting ease of use</td>
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<td>6. Ad hoc reporting and data analysis</td>
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<td>7. Integration with disparate data sources (on premise or other cloud providers)</td>
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<tr>
<td><strong>Customer Support</strong></td>
<td>15</td>
<td>1. Location of Call Centers</td>
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<td>2. Online User Community</td>
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<td>3. Support ticket resolution responsiveness metrics</td>
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<tr>
<td><strong>Offeror Strategic Direction</strong></td>
<td>5</td>
<td>1. Commitment to government &amp; non-profit</td>
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<td>2. Customer inclusion in product advancement</td>
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<td>3. Future vision and direction</td>
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<td>4. Ability to quickly deploy product improvement</td>
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<td><strong>Implementation Partner</strong></td>
<td>10</td>
<td>1. Delivery track record (on time, on budget)</td>
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<td>2. Experience in non-profit and government</td>
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<td>3. Project plan</td>
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<td>4. References</td>
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<td>5. Implementation methodology</td>
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<tr>
<td><strong>Software Architecture and Support Tools</strong></td>
<td>10</td>
<td>1. Modern application architecture and integration</td>
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<tr>
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<td>2. Flexible menu, workflow, business rule management</td>
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<tr>
<td></td>
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<td>3. Robust data integration tools (import/export)</td>
</tr>
</tbody>
</table>
| Offeror’s Hosting Provider | 5 | 1. Service levels  
| | | a. System performance  
| | | b. System availability (pertaining to scheduled and unscheduled downtime)  
| | | i. Backup, restore and disaster recovery  
| | | c. Data preservation (e.g. recovery point objective)  
| | 2. Data center, network, storage, server and database architecture & operations  
| | 3. Data security  
| | a. Certifications and attestations (SSAE 16 Type II, ISO 27001, Cloud Security Alliance STAR Registry)  
| | b. Compliance standards (PCI, FERPA, HIPAA, etc.)  
| | c. Encryption, access and isolation  
| | 4. Data ownership and ability to access data at termination.  
| 100 |

### Evaluation of Cost Proposal

After scoring the technical portion of the proposal (worth a maximum of 100 points), CML will rank proposal costs for the top scoring Offerors on a relative basis for a maximum total of 25 points for the Cost Score.

**COST PROPOSAL POINTS.** CML will calculate the Offeror’s Cost Proposal points after the Offeror’s total technical points are determined, using the following method:

The number of points assigned to the cost evaluation will be prorated, with the lowest accepted cost proposal given the maximum number of points possible for this criterion. Other acceptable cost proposals will be scored as the ratio of the lowest price proposal to the proposal being scored, multiplied by the maximum number of points possible for this criterion.

The Offeror must use the format of Attachment E for its Cost Proposal. CML reserves the right to disqualify Proposals having costs that appear unrealistic or significantly understated for the services offered.

Please use Attachment F for ancillary module(s) Optional Pricing submittals (such as LMS, HR or CRM)

The following formula will be used to determine the final score of the proposal:

\[
\text{Total Points} = \text{Technical Proposal} + \text{Cost Proposal} = \text{__________} \text{ pts.}
\]
Contract Award

The Contract is to be awarded based on qualified Proposals, as per the enclosed rating system and at the discretion and consideration of CML. The CML evaluation team may select finalist to be interviewed; however, contracts may be awarded without such interviews. At its discretion, CML reserves the right to change the number of software vendors.

CML is not, by virtue of issuing this RFP, obligated to enter into a Contract and reserves the right to not issue a Contract as a result of this solicitation.
Diversity

Because the Columbus Metropolitan Library serves a diverse central Ohio population, CML has a strong preference for professional service providers to propose teams made up of MBE/DBE/WBE and/or EDGE certified staff to provide CML with a diverse professional staff representative of the central Ohio region in which they will be working and of the customers that CML serves every day. Minority Business Enterprises are encouraged to respond to this Proposal.

A completed Bidder’s Diversity & Inclusion Participation Form or documentation of good faith efforts must accompany the completed Proposal or Bid. Please refer to Attachment C Bidder’s Diversity & Inclusion Participation Form to submit or denote omission of participation.

Compliance with Applicable Laws

By submitting a Proposal for Work on the Project, the Offeror acknowledges that it is in compliance with applicable federal, state, and local laws and regulations, including, but not limited to, the following:

**Equal Employment Opportunity/Nondiscrimination.** The Offeror agrees that if it is awarded a contract that in the hiring of employees for performance of work under the Contract or any subcontract, neither it nor any subcontractor, or any person acting on its behalf or its subcontractor’s behalf, by reason of race, creed, sex, disability or color, as defined in Section 4112.01 of the Ohio Revised Code, shall discriminate against any citizen of the state in the employment of labor or workers who are qualified and available to perform work to which the employment relates. The Offeror further agrees that neither it nor any subcontractor or any person on its behalf or on behalf of any subcontractor, in any manner, shall discriminate against or intimidate any employees hired for the performance of the work under the contract on account of race, creed, sex, disability as defined in Section 4112.01 of the Ohio Revised Code, or color.

**Ethics Laws.** The Offeror represents that it is familiar with all applicable ethics law requirements, including without limitation Sections 102.04 and 3517.13 of the Ohio Revised Code, and certifies that it is in compliance with such requirements.
Proposal Submission Requirements

All Proposals must be in a sealed envelope or appropriate packaging, labeled with the Proposal Identification Number (RFP CML # 17-011) and title of “Finance Enterprise Resource Planning Software as a Service and Implementation Services” clearly marked on the outside, addressed and mailed to the below address:

**Proposal Submittal**

Each Offeror must submit a Technical Proposal and Cost Proposal as part of its Proposal package. Documents are required to be submitted in paper copy and electronic copy. Proposals must be submitted as two (2) separate components (Technical Proposal and Cost Proposal) in separate sealed envelopes/packages.


Each Cost Proposal package must be clearly marked “CML # 17-011 Finance Enterprise Resource Planning Software as a Service and Implementation Services Cost Proposal” on the outside of each Cost Proposal package’s envelope.

In a separate sealed envelope labeled “CML # 17-011 Electronic Submission” the Proposal package must include an electronic submission of two (2) MS-Windows formatted USB Flash Drives. Submit proposal files named “CML # 17-011 “Finance Enterprise Resource Planning Software as a Service and Implementation Services Technical Proposal” on a separate USB Flash Drive from files named “CML # 17-011 Finance Enterprise Resource Planning Software as a Service and Implementation Services Cost Proposal”. Please clearly label each flash drive in accordance with its file contents as “CML #17-011 Technical Proposal” or “CML #17-011 Cost Proposal”.

**IMPORTANT:** Technical Proposals must not contain cost or pricing information.

Each Offeror must submit one (1) original, completed and signed in blue ink, and eleven (11) copies for a total of twelve (12) Technical and twelve (12) Cost Proposals in its package. Each Offeror must include an electronic submission of two (2) MS-Windows formatted USB Flash Drives.

Columbus Metropolitan Library  
**Attn:** Tracy Shrimplin, Procurement Buyer  
96 South Grant Avenue  
Columbus, OH 43215

Any Proposal arriving after 12:00 NOON on the due date will be marked late and will receive no consideration for selection to provide the specified services. CML may return, unopened, any Proposal that is received after the deadline. CML is not responsible for any late mail or special service deliveries.
Columbus Metropolitan Library
Procurement Department

Standard Contract Terms and Conditions

Contract Components, Entirety, Changes Interpretation

Contract Components: This contract consists of this document, the Standard Contract Terms and Conditions, the Special Contract Terms and Conditions (if any), the specifications or scope of work (SOW), and any written amendments to this document, valid Columbus Metropolitan Library (CML) purchase orders or other ordering documents (together referred to as the “Contract”).

Entire Agreement; Parties to the Contract: This contract is the entire agreement between the individual or entity selected to provide equipment, supplies and/or services on the basis of a SOW submitted to CML in response to a request (referred to as the Contractor in these Terms and Conditions) and Columbus Metropolitan Library (CML).

Contract Changes: Waivers, Changes or Modifications to this Contract must be made in writing and signed by both parties. If a party to this Contract does not demand strict performance of any item of this Contract, the party has not waived or relinquished any of its rights; the party may at any later time demand strict and complete performance of the term.

Contract Orders: CML will order supplies or services under this Contract from the Contractor directly. The Contractor may receive purchase orders by telephone, facsimile, electronically or in person by authorized employees of CML. The Contractor is not required to fill an order date more than 30 days beyond the date of Contract expiration, termination or cancellation, unless the Contract provides for a quarterly delivery or quarterly service. Under a Contract that provides for quarterly delivery, the Contractor is not required to fill an order with a delivery date of more than 90 days beyond the date of Contract expiration, termination or cancellation.

Standard Invoice and Payment

Invoice: The Contractor shall submit invoices to accountspayable@columbuslibrary.org. The invoice must be a proper invoice to receive consideration for payment. A “proper Invoice” is defined as being free of defects, discrepancies, errors or other improprieties. Improper invoices will be returned to the Contractor noting the areas of discrepancy.

Payment: In consideration for the Contractor’s performance, CML will pay the Contractor at the rate specified in the contract. Payments will be made by electronic funds transfer (EFT). For all transactions, the Contractor must have a valid W9 form on file with the Finance Department. The completed form should be mailed to: Finance Department, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215.

Payment Due Date: CML will pay invoices 30 days after it has received an invoice for supplies and services it has received and accepted, unless otherwise indicated herein.
Taxes: Columbus Metropolitan Library is exempt for all federal, state and local taxes as CML is part of Franklin County Government and has a 501 nonprofit status.

Term of Contract: This contract is effective upon the projected beginning date of the Contract Cover Page or upon signature of CML by the Fiscal Officer, whichever comes later in time. This Contract will remain in effect until the Contract is fully performed by both parties or cancelled in accordance with the Terms found herein.

Contract Renewal: This contract may be renewed solely at the discretion of CML for a period of one month. Any further renewals will be by agreement of both parties, any number of times for any period of time. The cumulative time of all renewals may not exceed two years.

Delivery

F.O. B. The Place of Destination: The Contractor must provide the supplies or services under this Contract F.O.B., the place of delivery/destination, unless otherwise stated. The address of delivery will be specified by the purchase order or other ordering document. Freight will be prepaid unless otherwise stated.

Time of Delivery: If the Contractor is not able to deliver the supplies or services on the date and time specified by CML ordering department on the ordering document, the Contractor must coordinate an acceptable date and time for delivery. If the Contractor is not able to, or does not, provide the supplies or services to an ordering department by the time and date agreed upon, CML may obtain any remedy provided below or any other remedy at law.

Minimum Orders-Transportation Charges: For purchase orders placed that are less than the stated minimum order, the transportation will be prepaid and added to the invoice by the Contractor to the delivery location designated in the ordering documents. Shipment is to be made by private or commercial freight service, airmail, water, parcel post, express or commercial package delivery, whichever is the most economical and expeditious method for proper delivery of the item. Failure of the Contractor to utilize the most economical mode of transportation shall result in the Contractor reimbursing CML the difference between the most economical mode of transportation and the mode of transportation used by the contractor. Failure to reimburse CML shall be considered a default.

Contract Cancellation; Termination; Remedies

Contract Cancellation: If a Contractor fails to perform any one of its obligations under this Contract, it will be in default, and CML may cancel this Contract in accordance with this section. The cancellation will be effective on the date delineated by CML.

A. Contract Performance is Substantially Endangered: If the Contractor’s default is substantial and cannot be cured within a reasonable time, or if CML determines that the performance of the contract is substantially endangered through no fault of CML, CML may cancel this Contract by written notice to the Contractor.

B. Cancellation by Unremedied Default: If a Contractor’s default may be cured with a reasonable time, CML will provide written notice to the Contractor specifying the default and the time within which the Contractor must correct the default. If Contractor fails to cure its default in the time required, CML may cancel this Contract by providing written notice to the Contractor. If CML does not give timely notice of
default to Contractor, CML has not waived any of its rights or remedies concerning the default.

C. Cancellation by Persistent Default: CML may cancel this Contract by written notice to Contractor for defaults that are cured but persistent. “Persistent” means three or more defaults. After CML has notified Contractor of its third default, CML may cancel this Contract without providing Contractor with an opportunity to cure, if the Contractor defaults a fourth time. CML shall provide written notice of the termination to the Contractor.

D. Cancellation for Financial Instability: CML may cancel this Contract by written notice if Contractor does not pay its subcontractors and material suppliers within 10 days of payment to the Contractor by CML. To the extent permitted by law, CML may cancel this Contract by written notice to Contractor if a petition in bankruptcy or similar proceedings has been filed by or against the Contractor.

**Contract Termination:** CML may terminate this Contract for convenience after issuing 30 days written notice to the Contractor.

**Remedies for Default:**

A. Actual Damages. The Contractor is liable to CML for all actual and direct damages caused by the Contractor’s default. CML may buy substitute supplies or services, from a third party, for those that were to be provided by the Contractor, and CML may recover the costs associated with acquiring substitute supplies or service, less any expenses or costs saved by the Contractor’s default, from the Contractor.

B. Deduction of Damages for Contract Price. CML may deduct all or any part of the damages resulting from Contractor’s default from any part of the price still due on the Contract, after CML has provided prior written notice to Contractor of such default and intent to deduct damages from the Contract Price.

**Force Majeure:** If CML or Contractor is unable to perform any part of its obligation under this Contract by reason of force majeure, the party is excused from its obligations, to the extent that its performance is prevented by force majeure, for the duration of the event. The party must remedy with all reasonable dispatch the cause preventing it from carrying out its obligations under this Contract. The term “force majeure” means without limitation: Acts of God, such as epidemics, lightning, earthquakes, fires, storms, hurricanes, tornadoes, floods, washouts, droughts, and any other severe weather; explosions; arrests; restraint of government and people; strikes; and any other like events or any other cause that could not be reasonable foreseen in the exercise of ordinary care, and that is beyond the reasonable control of the party.

**CML Consent to Assign or Delegate:** The Contractor may not assign any of its rights under this contract unless CML consents to the assignment or delegation in writing. Any purported assignment or delegation made without CML’s written consent is void.

**Indemnification:** Contractor will indemnify CML, its employees, members of the Board of Trustees, and its Officers and administrators for any and all claims, damages, lawsuits, costs, judgments, expenses, liabilities that may arise out of, or are related to, the Contractor’s performance under this Contract, including the performance by Contractor’s employees and agents and any individual or entity for which the Contractor is responsible.
Confidentiality: Contractor may learn of information, documents, data, records and other material that is confidential in the performance of this Contract. Contractor may not disclose any information obtained by it as a result of the Contract without written permission from CML. Contractor must assume that all CML information, documents, data, records or other material is confidential.

Publicity: Contractor and any of its subcontractors may not use or refer to this Contract to promote or solicit Contractor’s or subcontractor’s supplies or services. Contractor and its subcontractors may not disseminate information regarding this Contract, unless agreed to in writing by CML.

Governing Laws; Severability: The Laws of the State of Ohio govern this Contract, and venue for any dispute will be exclusively with the appropriate court of competent jurisdiction in Franklin County, Ohio. If any provision of the Contract or the application of any provision is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of the Contract will remain in full force and effect to the extent that the remaining provisions continue to make sense.

Workers Compensation: The Contractor shall carry Workers’ Compensation Liability Insurance as required by Ohio law for any work to be performed within the State of Ohio. Failure to maintain Workers Compensation Liability Insurance for the duration of the contract and any renewal hereto will be considered a default.

Automobile and General Liability Requirements: During the term of the Contract and any renewal hereto, the Contractor, and any agent of the Contractor, at its sole cost and expense, shall maintain a policy of automobile liability and commercial general liability insurance as described in this clause. Copies of the respective insurance certificates shall be filed with the Procurement Department within seven (7) calendar days after notification by the CML of its selection of the Contractor to provide the specified supplies and/or services. Failure to submit the insurance certificates within the time period may result in the Contractor being considered in default. Said certificates are subject to the approval of the CML Procurement Manager and shall contain a clause or endorsement providing thirty (30) days prior written notice of cancellation, non-renewal or decrease in coverage will be given to the Procurement Manager. Failure of the Contractor to maintain this coverage for the duration of the Contract, and any renewals, thereto may be considered a default.

Automobile Liability: Automobile Insurance is required for anyone coming onto CML branches and/or property to deliver goods or perform services using a vehicle, which is owned, leased, hired, or rented by the Contractor. Any Contractor, broker, or subcontractor who will be on CML property, but not delivering goods or performing services, is required to carry Automobile Liability Insurance that complies with the state and federal laws regarding financial responsibility. Automobile liability insurance, including hired, owned, and non-owned vehicles used in connection with the Work, shall have a combined single limit coverage covering personal injury, bodily injury (including death) and property damage of not less than $2,000,000 per accident.

Commercial General Liability: Insurance coverage with a $2,000,000 annual aggregate and a $1,000,000 per occurrence limit for bodily injury, personal injury, wrongful death and property damage. The defense cost shall be outside of the policy limits. Such policy shall designate CML as an Additional Insured, as its interest may appear. The policy shall also be endorsed to
include a blanket waiver of subrogation. The certificate shall be endorsed to reflect a per project/per location General Aggregate limit of $2,000,000. If the Contractor uses an umbrella/excess policy to meet the required limits, it is understood that the policy shall follow from per project/per location basis. It is agreed upon that the Contractor’s commercial general liability insurance shall be primary over any other coverage. The Procurement Department reserves the right to approve all policy deductibles and levels of self-insurance retention.

**Contract Compliance:** The participating CML branches and departments will be responsible for the administration of the Contract and will monitor the Contractor’s performance and compliance with the terms, conditions and specifications of the Contract. If a branch or department observes any infraction such shall be documented and conveyed to the Contractor for immediate correction. If the Contractor fails to rectify the infraction, the department/branch will notify the Procurement Department in order to resolve the issues. These terms and conditions will be used by the Procurement Department to resolve the issues.

**Warranties:** Unless otherwise stated, all supplies shall be new and unused. All products shall carry manufacturer’s warranties in addition to implied warranties. The Contractor warrants all supplies to be free from defects in labor, material, and workmanship (manufacturing) and be in compliance with the contract specifications.

**ADDITIONAL TERMS:**

1. This Contract represents the entire agreement of the parties hereto, and may not be amended except in writing signed by both parties.
2. All times referenced herein are Columbus, Ohio local times.
3. *CML is not responsible for any work or services provided by Contractor prior to the issuance of a P.O. by CML.*
4. Contractor will supply its own equipment, tools, and materials.
5. Contractor will make arrangements for EFT (electronic funds transfer).
6. A completed W9 form is required on file with CML prior to CML issuing payment for services provided by Contractor. The W9 form can be found at: [http://www.irs.gov/pub/irs-pdf/fw9.pdf](http://www.irs.gov/pub/irs-pdf/fw9.pdf). Please fill out the form and return with the signed contract to the Procurement Department of the Columbus Metropolitan Library at 96 S. Grant Avenue, Columbus, OH 43215 or e-mail: procurement@columbuslibrary.org.
ATTACHMENT A

FUNCTIONAL SUMMARY

Attachment A can be found as a separate link located under the link to this RFP on the CML Doing Business with the Library Webpage.
ATTACHMENT B
DATA SECURITY QUESTIONS

Attachment B can be found as a separate link located under the link to this RFP on the CML Doing Business with the Library Webpage.
ATTACHMENT C

BIDDER’S DIVERSITY & INCLUSION PARTICIPATION FORM

A completed Bidder’s Diversity & Inclusion Participation Form or documentation of good faith efforts must accompany the completed Form of Proposal or Bid Form.

Bidder (“Bidder”) submits the following information regarding its levels of MBE/WBE Participation:

List all MBE/WBE subcontractors and suppliers, with contract amounts, that Bidder will use for its work on the Project. (Continue list on additional sheets of paper if necessary.)

<table>
<thead>
<tr>
<th>Name of Subcontractor / Supplier</th>
<th>MBE or WBE</th>
<th>Subcontract Amount</th>
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A. TOTAL AMOUNT OF MBE/WBE SUBCONTRACTS $  

B. PERCENTAGE OF DIVERSITY PARTICIPATION*  
\( \frac{A + B \times 100}{\text{TOTAL BID}} \) %

The bidder’s commitment of total workforce hours for Minority Workforce participation on the project is: ____________%.

The bidder’s commitment of total workforce hours for Women Workforce participation on the project is: ____________%.

I certify under penalty of perjury that the forgoing and/or attached statements and information are true and correct. The undersigned will immediately notify the Owner in the event that any of the information provided in this Diversity & Inclusion Participation Form changes in any material way.

By: _________________________________________________ Date: _________________

Print Name and Title: _________________________________________________________

*If the Bidder does not indicate that it has achieved the Diversity & Inclusion Participation Goal set forth in the Instructions to Bidders, the Bidder must attach to this Form, a narrative, including exhibits, demonstrating and certifying that good faith efforts, as set forth in the Instructions to Bidders, were actively and aggressively undertaken by the Bidder, to reach such goals.
The Library supports continuing education of its staff and encourages their participation in events (within the continental United States and Canada) that provide them with opportunities to enhance their job skills and knowledge of the profession. The Library acknowledges that some opportunities may require out-of-town/overnight travel. The Library will comply with FLSA guidelines in regard to compensation for non-exempt employees. In addition, all employees will be reimbursed for travel expenses as outlined in the procedural paragraphs below.

A. Compensation
The Library will comply with FLSA guidelines in regard to compensation for non-exempt employees who are scheduled for out-of-town or overnight travel as follows:

1. Whether time spent traveling out of town as a passenger is compensable depends on the time of the day during which the travel occurred, and whether the travel results in an overnight stay.
   a. Time spent traveling out of town during normal work hours on any day of the week is hours worked because the employee is simply substituting travel for other duties. This is true even if the travel occurs on an employee’s regular day off, such as Saturday or Sunday; if the hours spent traveling correspond to the employee’s normal work hours on a work day. For example, if the employee regularly works 10 a.m. to 6 p.m., Monday through Friday, travel between 10 a.m. and 6 p.m. on any day of the week, including weekends, is also work time. If an employee does not have a regular work shift, a regular work shift should be designated for purposes of determining compensable travel time. The schedule should be designated in advance of the traveling work week, and should not change from week to week.

2. Travel outside normal hours resulting in an overnight stay usually is not considered compensable hours worked (unless the employee performs work while a passenger).

3. During non-work hours, non-exempt employees are not authorized to utilize the Intranet, or remotely access email. Under extenuating circumstances (i.e., verify unexpected Library closing, review benefits information) non-exempt employees may do so for a limited period of time; however, they may not perform any work (i.e., respond to or take action on information read) without pre-approval from their manager. Employees are not compensated for such
time. But if such travel outside normal working hours is part of a special *one-day* assignment, meaning that there is no overnight stay, then time spent traveling during that day, even as a passenger is considered compensable hours worked. The employer can deduct the time that normally would be spent commuting, however.

4. Normal commuting trips occurring in a distant city (e.g. from hotel to work site and back), “down time” in the out-of-town city, as well as personal time such as sleep and meal time, are not hours worked. Business meals or working lunches are, however, considered hours worked.

5. General Rule Regarding Drivers of Vehicles: Travel by a driver beyond normal commuting distances is always hours worked. There is one exception to this rule. If an employee who is offered public transportation chooses instead to drive for personal convenience, then the time spent driving is not hours worked.

6. One Day Out-of-Town Business Trips: Uninterrupted travel to an out of town location which takes place in one day is hours worked. If the travel is interrupted (such as by travel to an airport and then travel via airplane to another city) then the travel to and from the airport in the “home” city is regarded as normal commuting time and therefore is not hours worked. The travel as a passenger by airplane within and outside the normal work hours is also hours worked.

B. Overnight Travel:

1. Overnight Out-of-Town Business Trips: Travel as a passenger outside normal work hours on any day of the week is not hours worked (so long as the employee doesn’t perform work while a passenger). This is true even if the travel occurs on an employee’s regular day off, such as Sunday or Saturday. For example, if the employee regularly works 10 a.m. to 6 p.m. Monday through Friday, travel between 10 a.m. and 6 p.m. on weekends is also work time. Whereas, travel outside shift hours even for the employer’s benefit is not hours worked.

2. If an employee does not have a regular work shift a regular work shift should be designated for the purpose of determining compensable travel time. The schedule should be designated in advance of the work week in which travel time is occurring, and should not change from week to week.

3. Travel that cuts across the work day on any day of the week is hours worked. In this situation, only the hours of the day which occur during the normal work day are considered hours worked. Normal commuting trips in the out of town city (such as from hotel to work site and back) are not hours worked.

4. Personal time out of town such as sleep and meal time is not hours worked. Business meals or working lunches are hours worked.

C. Reimbursement:

The following requirements relate to the Travel Reconciliation & Employee Reimbursement process: **Receipts in General**

The Library's reimbursement policy is based on documentation of reasonable and actual expenses, supported by original receipts. Original, detailed and itemized receipts must be submitted for all travel expenses including airline, rail, hotels, meals, automobile rental, and incidentals that are equal to or greater than $25.00.
For procurement cards purchases, original, detailed and itemized receipts must be submitted for all travel expenses including airline, rail, hotels, meals, automobile rental, and incidentals. Monthly credit card statements and/or travel agency invoices and statements alone are not acceptable as backup documentation.

If an original receipt is unavailable, a lost receipt form (available on CMLsi) must be completed to substantiate the expense. The Library reserves the right to withhold reimbursement of expenditures lacking receipts and/or a valid reason for not submitting an original receipt.

Customary gratuities are reimbursable. Alcoholic beverages or costs associated with a guest are not reimbursable. Not all situations can be anticipated in the procedure. Therefore, general guidance is that only pre-approved expenses are reimbursable.

1. **Registration & Conference Fees**
   Registration fees for a meeting or conference at which attendance has been approved should be completed using the Library procurement card. Registration fees paid directly by an individual will not be reimbursed until the conference is completed and proof of attendance is obtained by submitting the Travel Reconciliation & Employee Reimbursement form.

2. **Airfares**
   All Library approved air travel must be at the most reasonable and economical rate, not first class or business class. All travelers should use the least expensive airfare, including non-refundable and penalty fares, based on a two-hour "window" on either side of their preferred departure times. In accordance with the Ohio Ethics Commission’s Advisory Opinions, employees are prohibited from using frequent flyer miles accumulated on fares that were reimbursed or paid for by the Library. The lowest cost air travel should take precedence.

   Travelers are strongly encouraged to book well in advance of travel to secure the lowest fares. In addition, travelers are encouraged to select special or promotional flights that may require significant advanced booking, use alternative airports, entail a connection, or feature departure and/or arrival times slightly different than originally specified by the traveler. The Department Director or their designee will make an assessment of the most reasonable method of travel to an event; in the event an attendee chooses to use an alternate method, lowest cost for transportation will be reimbursed with the attendee expected to make up the difference. It is acceptable if it is more economical to add an additional overnight lodging cost to save a greater cost on airfare.

3. **Rail Transportation**
   The Library will reimburse the cost of railroad fare not to exceed the cost of the least expensive airfare.

4. **Private Automobile Transportation – Mileage Rate**
   Travel using privately owned vehicles may be desirable to save time, transport equipment, or reduce cost when Library staff are traveling together. The rate of reimbursement is based on the Internal Revenue Service reimbursement rates at the time of travel. This reimbursement covers all fuel, maintenance, insurance, transportation, and operating costs. The Library does not assume responsibility for deductibles or other uninsured loss to the vehicle.
Tolls and reasonable parking charges will be reimbursed in addition to the mileage allowance. No reimbursement will be made for the cost of repairs to the vehicle or other such costs whether they result from the traveler’s actions or the actions of others. Costs for parking violations and moving violations are not reimbursable.

If, primarily for the convenience of the traveler, a personal automobile is used for approved travel to points more than 300 miles beyond the point of origin, the following applies:

a. reimbursement will not exceed the lesser of the cost of the per-mile reimbursement plus tolls, or
b. the least expensive round-trip air fare between the nearest commercial airport serving the origin and destination cities, plus associated transfer costs to and from the airport.

5. Rental Vehicles
   Rental vehicles should be used only, as follows:

a. Economy, compact or subcompact vehicles should always be rented. Reimbursement will be made for other types of vehicles in exceptional cases (e.g., several travelers are riding in one vehicle, equipment being transported, etc.).
b. Travelers should rent vehicles in the Library’s name with the authorized traveler as the named driver. Under no conditions should the authorized traveler allow another person to operate their rental vehicle.
c. All detailed fuel receipts are required. Gas must not be purchased from any rental agency.
d. Travelers must report all accidents to the Finance department within 24 hours, and immediately when any accident results in any personal injury or towing of a vehicle. The traveler should follow the rental agency accident report instructions, in addition to forwarding a copy of the report to the Finance department.
e. Renters should purchase the rental company’s minimum insurance coverage, i.e. collision and liability, which is reimbursable by the Library.

6. Tolls & Parking Fees
   Tolls and reasonable parking charges will be reimbursed. Receipts should be submitted with the Travel Reconciliation & Employee Reimbursement form.

7. Ground Transportation
   Taxi fares, including tips, are reimbursable where public transportation is not practical. This includes taxis between hotels and railroad stations or airports, between appointments or between hotels and places of temporary duty.

   Shuttle, limousine, public transportation, or livery service to and from airports and railroad stations, plus reasonable tips is reimbursable, where such costs do not exceed the comparable taxi fare.

   All mileage not related to a training event should be reported on the electronic time card i.e. travel between branches, visits to vendors/peers, meetings outside of CML, etc.
8. **Lodging**
Travelers must book standard accommodations in reasonably priced, commercial-class hotels and motels. Travelers should ask for government discounts at all hotels and motels.

Travelers will be reimbursed for the actual cost of lodging.

The Department Director or their designee will make an assessment of the most reasonable method of travel to an event; in the event an attendee chooses to use an alternate method, the lowest cost for transportation will be reimbursed with the attendee expected to make up the difference. It is acceptable if it is more economical to add an additional overnight lodging cost to save a greater cost on airfare.

9. **Extended Weekend Stays**
Because of the significant cost savings associated with airline reservations that include a Saturday night stay, Library personnel are allowed to extend business trips over Saturday when such a decision is cost-effective. To monitor this procedure, travelers must receive prior authorization from their supervisor and must include a calculation of net savings with any request for reimbursement.

The calculation should include the difference in airfare quotes, and the incremental reimbursable expenses accumulated that result from the extra days stayed.

10. **Meals**
Per Diem rates at the time of travel are allowed for meals only and are based on the U.S. Government Services Administration (GSA). The GSA establishes the maximum CONUS (Continental United States) Per Diem rates for federal travel customers. These rates are reviewed annually. The current maximum CONUS rates are provided as part of Appendix A of Chapter 301 of the Federal Travel Regulation (FTR) (Google: Per Diem Rates GSA to locate the most current rates).

For foreign travel, Google: Foreign Per Diem Rates to locate the most current rates. The rates are listed by travel date/country/city. According to current government regulations, per diem allowances shall not exceed the maximum found on the government’s per diem web page.

Per Diem is defined as the maximum reimbursement for daily expenses. The Library’s reimbursement policy for meals is based on documentation of actual expenses. Original, detailed and itemized receipts must be submitted for reimbursement of all meals $25.00 and over. The actual costs of all meals, even those less than or equal to $25.00, is required to be documented on the Travel Reconciliation and Employee Reimbursement Request form.

The Library’s reimbursement provision for gratuity is not to exceed 20% of the actual bill prior to tax being charged. Any gratuity paid above the 20% will not be reimbursed by the Library unless a valid reason for exceeding is documented and subsequently approved by a supervisor. Payment for group meals while traveling is not recommended. Sometimes this is unavoidable due to restaurant policy or special circumstances.
11. **Telephone & Internet Access**
   Telephone calls and faxes, specifically those necessary to obtain transportation and hotel reservations or to communicate with the office, are reimbursable.

   Internet access fees, when the Internet access is used for Library business are reimbursable.

12. **Tips**
   Reasonable tips associated with baggage handling, storage and other services are reimbursable.

13. **Taxes**
   The Library is exempt from sales taxes. Other unavoidable taxes (e.g., lodging, car rental, etc.) on travel and business related services are allowable and reimbursable.

14. **Travel Expenditures Not Reimbursable by the Library**
   - Airline clubs
   - Airline upgrades
   - Books, magazines, newspapers for personal use
   - Business or first-class airfares
   - CD’s and DVD’s for personal use
   - Child-care, babysitting, house-sitting, pet-sitting/kennel charges
   - Commuting between home and CML
   - Corporate Charge Card delinquency assessments. (An exception may be if the delinquency assessment is not due to the actions of the traveler)
   - Costs incurred by a traveler’s failure to cancel transportation or hotel reservations in a timely fashion
   - Evening-wear rentals
   - Flowers
   - Formal wear expenses
   - Gifts
   - Haircuts and personal grooming
   - Laundry and dry-cleaning (An exception may be made for extended foreign travel with receipts)
   - Passports, vaccinations, and visas, when not required as a specific and necessary condition of the travel assignment
   - Personal entertainment expenses including in-flight movies, headsets, health club facilities, hotel pay-per-view movies, in-theatre movies, social activities, and related incidental costs
   - Shoeshine services
   - Travel accident insurance premiums and/or purchase of additional travel insurance
   - Other expenses not directly related to the performance of the travel assignment

15. **Non CML Employees Expenses**
   Incremental costs for travel, lodging, meals or other travel expenses for non CML employees will not be reimbursed. Please consult the CFO if special consideration is
16. **Visas, Passports, Inoculations**
   Fees for visas, passports, and inoculations are allowable when they are a specific and necessary condition of fulfilling a work assignment on behalf of the Library. For example, if foreign travel is authorized and a visa is necessary for travel, this is allowable.

17. **The Library-Designated Vehicle Rental Agency Not applicable at this time.**

D. Falsification of a travel expense report is grounds for disciplinary action up to and including discharge.
E. Reimbursement requests over 90 days from the date of travel are not reimbursable.
Attachment E can be found as a separate link located under the link to this RFP on the CML Doing Business with the Library Webpage.
ATTACHMENT F

OPTIONAL PRICING

Attachment F can be found as a separate link located under the link to this RFP on the CML Doing Business with the Library Webpage.

Please note any ancillary module(s) shall be submitted on a single and separate Optional Pricing sheet.