

COLUMBUS METROPOLITAN LIBRARY

Request for Proposal

Library Materials

Issue Date: June 20, 2017

RFP Number: CML #17-013

Issued by:

Procurement Department
96 S. Grant Ave.
Columbus, OH 43215

Deadline for Submittal:

July 21, 2017
No later than 12:00 NOON EST



Tracy Shrimplin, Procurement Buyer
Procurement Department
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tshrimplin@columbuslibrary.org

REQUEST FOR PROPOSALS COVER SHEET

The Columbus Metropolitan Library (“CML” or “Library”) is issuing this Request for Proposals (“RFP”) for *Library Materials*. The Proposal Identification Number is CML 17-013.

Proposals must be received at the Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215 **no later than 12:00 Noon on Friday, July 21, 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 5:00 p.m. on Wednesday, July 10, 2017, to procurement@columbuslibrary.org.

The offeror (“Offeror”) declares to have read and understood and agrees 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 Proposals Cover Sheet, that the information provided by it in response to the RFP, including certified statements, is accurate and complete.

Federal Taxpayer Identification Number (TIN)		
Name of person signing bid proposal (Please print or type)	Title	
Offeror Name		
Mailing address		
City	State	ZIP
Telephone	Toll Free Telephone	
Contact Person	Fax Number	
E Mail address		
Authorized Signature (Original signature only) Please use Blue Ink.		

THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL.

PURPOSE "To inspire reading, share resources, and connect people."

VISION "A thriving community where wisdom prevails."

Overview

The Columbus Metropolitan Library is requesting Proposals from Offerors for the period 2018-2020. It is the Library's intent to award to one (1) primary supplier of book materials and one (1) primary supplier for each of the following formats: audio book, music, and DVD. The purpose of this RFP is to identify suppliers that will offer the Library the best overall value and service.

Any Offeror that wishes to sell a large volume of materials (books or audiovisual ("AV")) to the Library for the period 2018-2020 is expected to submit responses in its Proposal that fulfill all RFP requirements. This Proposal will serve as the Offeror's firm commitment for the years 2018-2020.

The Offeror must be willing to commit to, but not be limited to, the level of service and discounts offered in its Proposal through December 2020, regardless of volume of business. Important considerations to the Library are the cost of materials, availability of materials, website functionality, collection development tools, ordering efficiency, packaging and receiving requirements, delivery requirements, and level of customer service, including handling of returns. The opportunity for high-volume business from the Library is possible if the cost and service aspects of the successful Offeror meet and exceed the Library's expectations. The Library seeks Offerors that are willing to support CML's Purpose and Vision, and are willing to work with the Library to meet its standards for workflow efficiency, processing, and cataloging.

The Library has the option to extend this Contract with the successful Offeror up to 24 months through December 2022, provided that the Offeror meets all performance expectations as stated in this document and subject to mutual agreement.

Requirements for invoices, shipping, etc., are stated below. An Offeror may not be disqualified solely on the basis of these preferences alone; however, a willingness to follow the preferred methods will be looked upon favorably. Offerors may submit Proposals for any or all of the formats specified in the RFP.

General Information

The Library consists of 22 branches and Main Library. The Library anticipates allocating approximately \$4 million annually for its book budget and \$1 million annually for its audiovisual materials budget for the period 2018-2020.

The Library's Collection Services Division centrally selects and places orders for all Library materials.

The Library currently uses the Polaris ILS. Orders are transmitted electronically (EDI) on a regular basis. In most cases, a pre-order verification is done to ensure that the title is available.

The Library outsources the Mylar jacketing of hardcover books and the processing of some AV materials (the point at which barcodes and shelving aids are added).

Library Expectations

Cost of materials. The Library will order a variety of materials, adult and juvenile, in various formats (e.g., print, audiobook, CD, DVD, and Blu-ray) from all types of publishers. The Offeror shall indicate, in detail in Section #1 of the Cost Proposal, the discounts that it will provide to the Library, and will distinguish between formats, type of binding, and age level, where appropriate. If there are any exceptions to these discounts (e.g., service charges), the Offeror must indicate those exceptions in Section #2 of the Cost Proposal.

Processing Materials Quotes

The Offeror shall provide cost information in Section #4 of the Cost Proposal:

1. The jacketing of books. Jackets will be polyester and end papers will be lightly glued or taped, as specified by the Library. The Library's detailed specifications will be provided after Contract award.
2. The processing of AV materials (e.g., DVD/Blu-ray, CD, and audiobook). All AV materials receive a sequential barcode on the front of the item, a genre label based on ordering grids, and a label with the number of units included in the item. Barcode numbers will be emailed to the Library in a machine-readable cataloging (.mrc) file at the time of the supplier's processing for uploading to item records.

Availability of Library Materials

The Offeror shall provide the following information in Section #1 of the Cost Proposal:

1. Number of titles available in inventory by format (book, audiobook, CD, DVD, and Blu-ray).
2. Percentage of titles offered at full discount.
3. The average delivery time for items in stock. Provide averages for both processed and unprocessed items.

Website Functionality and Collection Development Tools.

The Library requires online access to view inventory, select materials, place EDI orders, review account information, and check the status of orders. The website must be reliable, responsive, and fully functional, with grid capability and advanced searching and filtering options.

The Offeror shall provide the following information:

1. The types of selection sources (print or online) available to customers. Provide examples of print sources and a URL for online sources, as well as cost information, if applicable.
2. The types of collection development tools and/or services offered to its customers. Provide a description of available tool and services and a list of the subjects/genres/formats covered, as well as cost information, if applicable.
3. The types of collection analysis tools offered to its customers, if any, as well as cost information, if applicable.

The Library may invite the top two Offerors for each material format to present an in-person demonstration of their website and collection development tools and/or services for a group of Collection Services staff, including the selection and acquisitions team. The selected Offerors will be expected to answer detailed questions from staff on website usability and reliability, search and grid functionality, and other services offered.

Ordering Efficiency

The Library may submit multiple purchase orders (with multiple titles) on a daily or weekly basis. The Library may submit purchase orders on separate accounts with varying "Bill to" and/or "Ship to" addresses. This will enable the Library to identify orders for priority handling. Orders will be transmitted electronically (EDI).

The successful Offeror will be expected to ship in-stock items within 72 hours of order submittal. The library expects to receive items ordered in advance of the publication date at least five (5) working days ahead of the on-sale date when allowed by the publisher.

The Offeror must provide any order restrictions that its company has in place.

Delivery requirements. Materials will be delivered between 7:30-9:00 AM to the receiving dock at the Operations Center, 101 S. Stygler Road, Gahanna, Ohio, 43230 Mondays through Fridays, excluding legal holidays. Shipment boxes must be sequentially numbered, and packing slips must be sent with each shipment. The box that contains the packing slip must be clearly marked.

Delivery

F.O.B. Destination, Freight Prepaid: Where applicable, the Supplier must provide the supplies or services as proposed F.O.B. Destination, freight prepaid. The place of delivery/destination will be to the receiving dock at the Operations Center, 101 S. Stygler Road, Gahanna, Ohio, 43230, unless otherwise stated by the purchase order or other ordering document. Freight will be prepaid unless otherwise stated.

Time of Delivery: Between 7:30-9:00 AM.

The Offeror will assume costs for shipping, carrying, and return charges, unless stated otherwise.

In Section #3 of the Cost Proposal, the Offeror shall provide the primary warehouse location for the shipping point of materials. Also, the Offeror shall indicate if there is an option of a secondary warehouse.

The Offeror shall provide the following information in Section #3 of the Cost Proposal:

1. A list of preferred freight carriers. Denote the designated CML carrier if known.
2. The expected transit time for deliveries from time of shipping to arrival at the receiving dock located at the Operations Center, 101 S. Stygler Road, Gahanna, Ohio, 43230. Include transit time for both primary and secondary warehouses.
3. The minimum number of items or boxes, and/or pallet weight required to trigger daily shipment of palletized materials from the primary and secondary warehouses.

Minimum Orders-Transportation Charges: [Not required]

Customer Service and Returns

The Offeror will provide a dedicated customer service representative to handle phone orders, special orders, problems, and questions. The Library expects a response from the customer service representative within one business day when a voicemail message is left or an e-mail message is sent.

The Offeror will provide the Library with:

1. Backorder status report every 30 days.
2. Cancelled titles report every 30 days.
3. A monthly statement of outstanding invoices and credits.
4. A reference to the original invoice number on any credit vouchers.

Materials that are received after 120 days may be returned. The Library will return items without prior approval. These may include titles shipped incorrectly by the Offeror, and sometimes items ordered incorrectly by the Library. These will be returned only if the Library has not placed any identification marks on the items. The Library will keep returns due to its error to a minimum. The Library will return any imperfect copies for replacement even if the Library's identification marks have been placed on the material before the imperfection was discovered. The Offeror will provide the Library with a list of pre-approved return authorization numbers for efficiency of returns.

Offeror Information. The Offeror shall provide the following information:

1. Company name, business address and phone number.
2. Number of years it has been in business.
3. Name of parent company, if any.
4. Name of its President/CEO.
5. Name of its Director of Operations.
6. Name of its Director of Sales.
7. Name of its Director of Customer Service.
8. Name of the designated Customer Service Representative (and phone number).
9. Three (3) references including a contact person for each. The Library prefers that these references be major urban libraries.

PROPOSAL REQUIREMENTS

The Offeror is responsible for all information contained in any addenda issued. All responses shall be in the following prescribed format.

Proposal Instructions

Each Offeror must submit a Technical Proposal and a Cost Proposal as part of its Proposal package. Proposals must be submitted as two (2) separate components (“Cost Proposal” and “Technical Proposal”) in separate sealed envelopes/packages.

Each Technical Proposal package must be clearly marked “**CML 17-013 RFP Library Materials Technical Proposal**” and the title of the RFP “**CML 17-013 Library Materials Technical Proposal**” must be on the outside of each Technical Proposal package’s envelope.

Each Cost Proposal package must be clearly marked “**CML 17-013 RFP Library Materials Cost Proposal**” and title of the RFP “**CML 17-013 Library Materials Cost Proposal**” must be on the outside of each Cost Proposal package’s envelope.

In a separate sealed envelope labeled “**CML #17-013 Electronic Submission**”, the Proposal package must include an electronic submission of two (2) MS-Windows formatted USB Flash Drives. Submit proposal files named “**CML #17-013 “Library Materials Technical Proposal**” on a separate USB Flash Drive from files named “**CML #17-013 Library Materials Cost Proposal**”. Please clearly label each flash drive in accordance with its file contents as “**CML #17-013 Technical Proposal**” or “**CML #17-013 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 five (5) complete copies for a total of five (5) Technical and five (5) Cost Proposals in its package. Each Offeror must include one (1) electronic submission containing two (2) MS-Windows formatted USB Flash Drives.

Proposals are due no later than the proposal due date, Friday, July 21 by 12:00 noon local time in Columbus, Ohio. Proposals submitted by e-mail or fax are not acceptable and will not be considered. Proposals must be submitted to:

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

Proposals may also be delivered in person to the Customer Service Desk, First Floor, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215.

Proposals will be accepted if received before 12:00 noon local time in Columbus, Ohio on the Proposal due date. The Library is not responsible for any late mail or special service deliveries.

Proposal responses are to be organized and submitted in accordance with the instructions in this section. Responses shall be organized into the following marked or tabbed sections:

1. Cover Letter

A cover letter, on the Offeror's letterhead, shall be submitted and include, but need not be limited to, the following information:

- A. The signature of a person authorized to bind the Offeror legally to the extent of work and financial obligation outlined in its Proposal.
- B. A statement that the Proposal will be valid for 180 days.
- C. Identification of all the material enclosures submitted in response to the RFP "Library Materials".
- D. A summary of the submitted offering and a brief statement of the Offeror's qualifications to meet the needs as described in this RFP. This information shall include:
 - I. The names of the individuals involved in the preparation of the Proposal and their relationships to the Offeror.
 - II. The name, address and telephone number of the individual to whom inquiries relating to the proposal shall be directed.

2. Project Overview ("Work Plan") [Not required]

3. Offeror's Qualifications

Information included in this section shall include, but not be limited to, the following:

- A. A Statement of Affirmation of the Columbus Metropolitan Library Terms and Conditions contained herein.

4. Description of Services and Staffing ("Staffing Plan")

5. Response to Scope of Services Requirements

Information included in this section shall include, but not be limited to, the following:

- A. Full responses to the questions asked in the Library Expectations section of this RFP.

6. Cost Proposal

Information included in this section shall include, but not be limited to, the following:

- A. Detailed information about proposed discounts and costs of services as outlined in the Library Expectations section of this RFP.

EVALUATION CRITERIA

All responsive Proposals will be evaluated by a team of at least three CML staff members and shall be ranked and rated according to the criteria stated below. The Library may select up to two (2) of the highest ranked Offerors in each material format with which to hold in-person presentations on services offered and website functionality. Offerors selected will be given an outline of what to include in their presentations. The evaluation team may permit revisions of proposals so long as all Offerors who are selected for additional discussions are given equal opportunity to revise their proposals.

The Library will evaluate the proposals and select an Offeror based on the:

1. Offeror's ability to meet our service requirements as outlined;
2. Cost of materials and discounts proposed;
3. Quality and completeness of information provided in the proposal; and
4. Past experience with the Library (if any) and references.

Scores will be weighted as follows:

1. (55%) The quality and feasibility of the Response to Scope of Services Requirements as determined by these five categories:
 - a. (10%) Availability of materials
 - b. (20%) Website functionality and collection development tools
 - c. (5%) Ordering efficiency
 - d. (10%) Delivery requirements
 - e. (10%) Level of customer service and returns handling;
2. (10%) Quality of the proposal; specifically, ability to meet requirements and adequacy of information provided;
3. (10%) Past performance of the Offeror as reflected by evaluation of previous CML experience with the Offeror and discussion with Offeror references. Performance factors include quality of work, reliability of discounts, and customer service responsiveness.
4. (25%) The cost or pricing structure of the Offeror's Cost Proposal.

ADDITIONAL INFORMATION

1. Addenda to this RFP will be posted in the Columbus Metropolitan Library Website: www.columbuslibrary.org/about/doing-business. Offerors are responsible for any information provided in any and all issued addenda.
2. Times referenced herein are Columbus, Ohio local time (EST).
3. Submission of a proposal in response to this RFP is the Offeror's acknowledgement that subjective criteria will be used in the evaluation of Proposals. Award shall be made to the responsible Offeror(s) determined to be the most advantageous to the Library. Price, although an important consideration, will not be the sole determining factor.

Columbus Metropolitan Library
Procurement Department

Contract Terms and Conditions

Contract Components, Entirety, Changes Interpretation

Contract Components: This contract consists of the complete Request for Proposal (RFP), including the Instructions and Interpretations to Offeror, the Contract Terms and Conditions, the Special Contract Terms and Conditions (if any), the specifications, and any written addenda to the RFP; the completed sealed written Proposal, including proper modifications, clarifications and samples; and applicable, valid Columbus Metropolitan Library (CML) purchase orders or other ordering documents (together referred to as the “Contract”). The terms solicitation and Request for Proposal (RFP) have similar meaning and are used interchangeably, where appropriate.

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 Proposal submitted to CML in response to an RFP (referred to as the Supplier in these Terms and Conditions) and Columbus Metropolitan Library (CML). References to “Vendor” in any of the contract components are deemed to refer to the Supplier selected to provide the specified equipment, supplies and/or services that are the subject of the Contract.

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 Supplier directly. The Supplier may receive purchase orders by telephone, facsimile, electronically or in person by authorized employees of CML.

Standard Invoice and Payment

Invoice: Invoices must be sent electronically to be uploaded on the ILS. The invoice must be arranged alphabetically by title and must include the Library purchase order number. 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 Supplier 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.

Taxes: Columbus Metropolitan Library is exempt from 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 RFP 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 mutual agreement of both parties, as stated herein. The cumulative time of all renewals may not exceed two (2) years.

Delivery

F.O.B. Destination, Freight Prepaid

Time of Delivery: Between 7:30-9:00 AM.

Minimum Orders-Transportation Charges: [Not required]

Contract Cancellation; Termination; Remedies

Contract Cancellation: If a Supplier 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 Supplier'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 Supplier.
- B. **Cancellation by Unremedied Default:** If a Supplier's default may be cured with a reasonable time, CML will provide written notice to the Supplier specifying the default and the time within which the Supplier must correct the default. If Supplier fails to cure its default in the time required, CML may cancel this Contract by providing written notice to the Supplier. If CML does not give timely notice of default to Supplier, 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 Supplier for defaults that are cured but persistent. "Persistent" means three or more defaults. After CML has notified Supplier of its third default, CML may cancel this Contract without providing Supplier with an opportunity to cure, if the Supplier defaults a fourth time. CML shall provide written notice of the termination to the Supplier.
- D. **Cancellation for Financial Instability:** To the extent permitted by law, CML may cancel this Contract by written notice to Supplier if a petition in bankruptcy or similar proceedings has been filed by or against the Supplier.

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

Remedies for Default:

- A. **Actual Damages.** The Supplier is liable to CML for all actual and direct damages caused by the Supplier's default. CML may buy substitute supplies or services, from a third party, for those that were to be provided by the Supplier, and CML may recover the costs associated with acquiring substitute supplies or service, less any expenses or costs saved by the Supplier's default, from the Supplier.
- B. **Deduction of Damages for Contract Price.** CML may deduct all or any part of the damages resulting from Supplier's default from any part of the price still due on the Contract, after CML has provided prior written notice to Supplier of such default and intent to deduct damages from the Contract Price.

Force Majeure: If CML or Supplier 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 Supplier 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: Supplier 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 Supplier's performance under this Contract, including the performance by Supplier's employees and agents and any individual or entity for which the Supplier is responsible.

Confidentiality: Supplier may learn of information, documents, data, records and other material that is confidential in the performance of this Contract. Supplier may not disclose any information obtained by it as a result of the Contract without written permission from CML. Supplier must assume that all CML information, documents, data, records or other material are confidential.

Publicity: Supplier and any of its subcontractors may not use or refer to this Contract to promote or solicit Supplier's or subcontractor's supplies or services. Supplier 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 Supplier 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 Supplier, and any agent of the Supplier, 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 Supplier to provide the specified supplies and/or services. Failure to submit the insurance certificates within the time period will result in the Offeror's Proposal not being considered. 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 Supplier 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 Supplier. Any Supplier, 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: The Supplier shall maintain 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 Supplier 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 Supplier'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 Supplier'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 Supplier for immediate correction. If the Supplier 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 Supplier warrants all supplies to be free from defects in labor, material, and workmanship (manufacturing) and be in compliance with the contract specifications.

RFP & PROPOSAL QUESTIONS

Any questions or clarifications regarding this RFP shall be sent to: procurement@columbuslibrary.org with reference to the Proposal Identification Number and title of the RFP in the subject line of the email no later than 5:00 p.m. Wednesday, July 12, 2017.

Answers to all questions will be documented and posted on the “Doing Business with the Library” page of the Library’s Web site at www.columbuslibrary.org/about/doing-business. Answers will be posted no later than Monday, July 14, 2017.

PROJECTED TIMELINE

The projected timeline for this RFP process is provided below. The Library may, at its sole discretion, modify the schedule as necessary to allow for thorough and complete analysis of responses.

Activity	Target Completion Date
Issuance of RFP Inquiry Period Begins	June 20, 2017
Inquiry Period Ends	July 12, 2017 at 5:00 p.m.
Final Response to Offeror Questions	July 14, 2017
Proposal Due Date	Friday, July 21, 2017 by 12:00 Noon
Selection of Successful Offeror	September 1, 2017 (tentative)