REQUEST FOR PROPOSAL

FOR

INTEGRATED LIBRARY SYSTEM

CITY OF SIERRA MADRE

RFP Issue Date: February 16, 2015

Proposal Submission Deadline: March 20, 2015

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1.   RFP OVERVIEW

1.1   Background

The City of Sierra Madre ("City"), California was incorporated in 1907. The City is a general law city, governed by a City Council/City Manager form of government. The City Council is comprised of five members, selected through an at-large municipal election to serve a four-year term. The major operating departments of this full-service city are Administration, Community Services, Fire, Library Services, Planning & Community Preservation, Police, and Public Works, which has a Water Utility. Government services are primarily funded by property taxes, local taxes, and user fees.

With a population of 11,094, the unique village is located in Los Angeles County at the base of the San Gabriel Valley Mountains. Sierra Madre is a residential community, proud of being the Village of the Foothills. Its small size and quiet neighborhoods lends itself to the small town atmosphere the residents are proud of maintaining. The local economy consists primarily of professional service providers and specialty retail shops and restaurants.

The Sierra Madre Public Library is a single-branch library which serves residents of the community as well as neighboring cities such as Pasadena, Altadena, Arcadia, Monrovia, South Pasadena, and San Marino and is a member of the Southern California Library Cooperative. With an annual circulation of 80,000 materials, a patron records database of 12,000 registered users, and 71,242 bibliographic records, the current Integrated Library System (ILS), Millennium, was purchased in 2002 and will no longer be upgraded by the vendor. In addition, the current system cannot integrate new technologies in the library field such as displaying and accessing digital materials. A new ILS is necessary to support effective library operations.

1.2   Purpose of RFP

The purpose of this Request for Proposal (RFP) is to identify and select a vendor with a proven track record in the implementation, support, and hosting of an integrated library system to manage library records. The selected vendor must be capable of providing all services, including ongoing hosting, implementation, training, migration of existing data, ongoing maintenance and upgrades, integration of new technologies in multiple formats, invoicing, online payment options for collecting fines and fees, reports, and confidentiality of patron records. The City desires a single vendor for all services identified in the RFP.

The City is seeking a vendor that will take full responsibility for all aspects of the Library's Integrated Library System. The scope of services should include all software, software licenses, hardware, and services required to support the implementation, hosting, technical support and upgrades, training, documentation, and integration with the City's Financial system (Tyler Incode) for collecting fines and fees. There may be an option for the City to continue to maintain the hardware for the ILS system.

1.3   Library Objectives

The objective of this RFP is to establish a long-term relationship with a vendor capable of supporting the Library's current and future needs and committed to the constant evolution, technology upgrades, and hosting services necessary for library operations.

The Library's new ILS should provide simultaneously a browsable public interface as well as ease of use for

back-end operations such as cataloging, importing bibliographic records, providing statistical reports, processing overdue notices, collecting fines and fees and protecting patron confidentiality. The new ILS system should provide for secure and reliable online services that are accessible from any operating platform and multiple devices.

The Library's goal is to provide an updated ILS that meets the objectives of the Library's Strategic Plan and the City's General Plan.

Library's Strategic Plan:
Goal 3: Expand and improve the use of new technologies to provide access to library materials, information about library services, and help customers connect to the digital world.
- Implement an updated ILS.

City's General Plan:
Objective C13: Upgrading the library's technology to meet existing and future standards for information delivery, individual and collaborative learning, and recreational activities.
- Maintain an updated computerized library management system to store library records and inventory.
- Evaluate transitioning to new technology for materials security and circulation system or other self-service systems.

The new system will strive to
- Improve the user experience when interacting with the public library catalog.
- Integrate eResources into the catalog for easy browsability, display and download.
- Improve and expand on-line services and self-help.
- Ability to adapt public library catalog interface with Sierra Madre website; seamlessly integrate third party links.
- Provide access and document management to historical digital resources.
- Address all current and future ADA accessibility guidelines and any other state and federal accessibility requirements.
- Reduce the staff time to maintain and backup data.
- Ensure the host site provides secure and consistent availability, with ample warning of upgrades and scheduled outages; ensure data backup.
- Incorporate emerging library technologies (RFID) and (self-service).
- Coordinate invoicing, cataloging, fee collections, importing records with existing standard library vendors.
- Input, store, and maintain all bibliographic records.
- Primary source for all patron records and registered users.
- Integrate fine and fee collections with City Finance System.
- Provide cost effective solution.

1.4   Selection Process

The evaluation of proposals will allow the City to identify a list of qualified vendors. Selection of the qualified vendors shall be based upon the criteria identified in Section 4 Proposal Evaluation. The qualified vendors that best meet the needs of the City will then be invited to an on-site interview and demonstration.

After all evaluation of proposals, on-site interviews, and demonstrations have been completed, the City will select the finalist vendor as determined by the City in its sole discretion. The City and the finalist vendor will enter into final contract negotiations using the City's Professional Services Agreement. The negotiations are intended to result in a contract which is deemed by the City, to be in the City's best interests. After the final negotiations, the City staff will make a recommendation to the City Council regarding awarding the

contract. In the event that the City determines in its sole discretion that a satisfactory agreement cannot be entered into with the finalist vendor, the City reserves the right to enter into contract negotiations with an alternative vendor.

Submittal of a proposal does not guarantee a vendor will be invited to demonstrate nor does it obligate the City to purchase or contract for an ILS either now or in the future. In the event that no vendor has submitted what the City deems to be an acceptable proposal the City reserves the right to reject all proposals.

1.5   RFP Schedule of Events

Table 1, RFP Schedule of Events, identifies the City's best estimate of the schedule that will be followed. The City realizes the vendor procurement and selection schedule may represent an aggressive timeline; however, time is of the essence and the City encourages vendors to carefully consider and plan according to the presented schedule of events.

Table 1 – RFP Schedule of Events

	RFP Event	Date
1	City Issues RFP	February 16, 2015
2	Deadline for Letter of Intent to Propose (Encourage – Not Required)	March 2, 2015
3	Deadline for Receipt of Questions and/or Comments	March 2, 2015
4	City Issues Responses to Written Questions/Comments	March 9, 2015
5	Deadline for Receipt of Proposal	March 20, 2015 (3:00 pm)
6	Tentative Interviews/Presentation Week	April 6-10, 2015
7	City Determines Finalist for Contract Negotiations	April 17, 2015
8	Award Contract	April 24, 2015
9	Tentative Project Start Date	May 1, 2015

The City reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Notification of any adjustment to the RFP Schedule of Events will be provided to all vendors that submitted a Letter of Intent to Propose.

The City expects to begin implementation in August 2015. Vendors should be prepared to propose a solution and approach that meets this timeline, or propose an alternative based on vendor's past experience with similar efforts.

1.6   RFP Coordinator

All communications concerning this RFP must be submitted in email to the RFP Coordinator Carolyn Thomas (Library Director). The RFP Coordinator will be the sole point of contact for this RFP. All requests for additional information or clarification should be asked of the RFP Coordinator. The coordinator can be reached via email at:

Coordinator   Email
Carolyn Thomas   cthomas@cityofsierramadre.com

The City is not responsible for delayed or lost e-mail, regardless of the cause.

1.7   RFP Amendment and Cancellation

The City reserves the unilateral right to amend this RFP in writing at any time. The City also reserves the right to cancel or reissue all or any part of the RFP at its sole discretion. Vendors are required to respond to the final written RFP including any exhibits, attachments, and amendments issued by the City.

1.8   Questions Pertaining to the RFP

Specific questions and/or comments concerning the RFP should be submitted via email to the RFP Coordinator before the date identified in Section 1.5 RFP Schedule of Events. Vendor questions should clearly identify the relevant section of the RFP and page number(s) related to the question being asked. All questions and/or comments and the City's responses will be emailed to all vendors submitting a Notice of Intent to Propose.

1.9   Notice of Intent to Propose

Vendors who anticipate submitting a proposal should register by submitting an email indicating a vendor's intent to respond to this RFP. The notice of intent should be emailed to the RFP Coordinator (Section 1.6). The following information should be included in the Notice of Intent to Propose:

- Vendor's Name
- Name, title, and contact information of main contact.

Submittal of a Notice of Intent to Propose, by the specified deadline, is highly desirable for submitting a proposal, and is necessary to ensure a vendor's receipt of RFP amendments and other communications regarding the RFP. The Notice of Intent does not bind vendors to submitting a proposal. Not submitting a Notice of Intent to Proposal does not preclude a vendor from submitting a proposal by the required deadline.

2.   INTEGRATED LIBRARY SYSTEM OVERVIEW

2.1   Existing ILS

Sierra Madre Public Library is a one-branch, small public library. The Library is a department of the City of Sierra Madre and is located 2 blocks from City Hall. The Library first automated in 1997 with Gaylord's Galaxy ILS, and then migrated to III Millennium in 2003.

The Library has 4 full time staff and 8 part-time staff who use ILS software. The Library is currently licensed for 15 simultaneous staff users but this could be reduced to 10. The Library is licensed for unlimited OPAC users.

The current Millennium server is an IBM x345 running the Linux OS. The Library's internet access uses a SonicWALL NSA 2400 firewall to provide load balancing with a Megapath T1 line (3 Mbit/3 Mbit) and a Time Warner Cable (10 Mbit/1 Mbit). Bandwidth is heavily utilized, but traffic can be prioritized. There is a staff and a public wireless network.

There are 14 staff/circulation computers, 7 OPAC stations allowing access to the webpac and databases, and 8 public computers. All computers run the Windows 7 operating system and Office 2013 programs, but upgrades are anticipated. The Library uses a variety of networked printers, receipt printers, and barcode scanners. Patron and item barcodes are in codabar 9 format with check digit.

The Library has a departmental page on the City's website.

http://www.cityofsierramadre.com/departments/library

The City uses Tyler Technologies Incode accounting software. The City contracts with Sequoia Collection Agency for past due accounts. Interlibrary Loan is managed through OCLC Worldshare ILL. Most MARC records are obtained through Baker & Taylor or OCLC.

The current Millennium ILS is a turnkey solution that is hosted at the library and has the following modules/functions:

- Circulation
- Cataloging
- Acquisitions
- Media manager
- Kids webpac
- Statistics and reports
- Administration
- Web access management

 Size of database (July 2014):

- 68,826 item (copy) records
- 71,242 bibliographic records
- 12,000 patron records
- 65,258 authority records
- 11,487 Order records
- Annual circulation (checkouts & renewals) 79,673

The Library connects with and/or uses the following 3rd party software:

- Comprise Technologies' SAM computer management software
- Evanced Solutions' summer reading software
- Baker & Taylor Title Source 3
- OCLC Connexion
- Overdrive (Southern California Digital Library)
- Syndetics
- New Reader Book Alerts

The Library subscribes to the following databases

- Gale Biography
- Gale Virtual Reference
- EBSCO Masterfile Complete
- WorldBookOnline
- Novelist Plus
- ReferenceUSA
- Ancestry.com

The Library does not currently use the following features but may in the future:

RFID, self-checkout, ecommerce, credit card payments at the front desk, Discovery Services, patron online registration, inventory, federated searching.

2.2   New System Requirements

The City of Sierra Madre (City) is seeking a vendor to provide a full-featured Integrated Library System (ILS) for the Sierra Madre Public Library (Library). The solution proposed may include on-premises hosting, off-site/cloud hosting, Software as a Service (SaaS), or open source software options. Vendors may propose more than one solution.

The proposed solution should:

- Be easy to use by patrons with a variety of internet experiences.
- Provide a robust staff interface for efficient workflows.
- Once installed can be administered by librarian level staff without sophisticated computer knowledge.
- Can work fast and efficiently with the library's current internet infrastructure.
- Be customizable to allow local policies, procedures, and branding.
- Include plans for the migration of data from Millennium and troubleshooting during installation to ensure integrity of imported data.
- Allow testing period to ensure system is functioning according to the Library's requirements.
- Provide documentation and staff training.
- Provide 24/7 support for emergency situations, and regular support during Library operating hours (8 -8 Mon-Wed and 8-6 Thu-Sat).
- Describe the plans for data backup, disaster recovery, security, and confidentiality of data.
- Work with all current 3rd party vendors used by the Library and enable patron authentication where applicable.
- Work with a variety of installed printers, scanners, and barcode scanners.
- Have extensive reporting and statistics functionality.
- Provide ongoing maintenance and regular updates to the software with minimal disruption to patrons and staff.
- Be adaptable to changes in technology.
- Include financial management options.
- Be cost effective.

Please respond to the following questions and checklist in order to better understand the capabilities of your system.

GENERAL FUNCTIONALITY OF SYSTEM

		Y	N	COMMENT
1.	Ability to make global updates on any field of all records.			
2.	Staff logins permit different levels of access.			
3.	Will system work efficiently with current internet access (as described in section 2.1).			
4.	Individual staff members can use more than one function/module at a time (e.g. cataloging and circulation).			
5.	Conformity to NISO standards such as Z39.50.			
6.	Works with multiple external devices (printers, scanners etc.) List known exceptions.			

REPORTS & STATISTICS
Describe the reporting and statistical capabilities of the system.

		Y	N	COMMENT
7.	Reports can be easily opened or downloaded into Excel.			
8.	Reports can be displayed graphically.			
9.	How long is circulation data retained?			

FINANCIAL MANAGEMENT

Ecommerce

Describe the vendor's ecommerce solution, including any 3rd party collaborations or additional requirements the Library will need to take into account when setting up ecommerce.

Fines & Fees

The City uses Tyler Technologies Incode software as the finance system. Does the vendor have experience in connecting to external financial software? Is there a way to export the information on fines and fees payments directly into the 3rd party software? How are credit card or online payments handled?

CIRCULATION

		Y	N	COMMENT
10.	Ability to add custom fields to patron records for statistical purposes and hide unused fields.			
11.	Ability to easily change patron barcode.			
12.	Ability to link family records.			
13.	Ability to create multiple extensive notes in patron records.			
14.	System alerts staff visually at checkout when patron has overdue items or fines.			
15.	System allows range of loan rules which are easily updated.			
16.	Text, email and mail options are available for reminders, overdue, billing notices and hold notices.			
17.	Call # list for overdue items can be generated.			
18.	System can be set up to allow fee for rental items.			
19.	Blanket holds can be set simultaneously on multiple bib records with the same title.			
20.	Receipts for checkout/check-in items can be emailed.			
21.	Ability to set item/copy level hold (on specific volume of a set for example).			
22.	Ability to manually bill items that are lost or damaged by patron.			
23.	Staff interface does not time out.			
24.	Circulation module adapts to different devices.			
25.	Offline circulation module available.			

CATALOGING

		Y	N	COMMENT
26.	Ability to import MARC records from various vendors.			
27.	Ability to import records directly from OCLC Connexion client.			
28.	Ability to display diacritics correctly.			
29.	Ability to create non-MARC records.			
30.	Ability to create new records and templates for bib and item records.			
31.	Ability to suppress records from public view in the OPAC.			
32.	Ability to export one or many bib records in MARC format.			
33.	System is compatible with RDA records.			
34.	Ability to overlay records with OCLC records.			
35.	Ability to export one or many bib records in MARC format.			

AUTHORITY WORK

At the time of migration the Library would like to take the opportunity to re-authorize its bibliographic records and obtain a clean file of up-to-date authority records. Does the vendor offer this service? If not, does the vendor work with a particular 3rd party to accomplish this?
Describe ongoing authority processes provided by the vendor.

OPAC

		Y	N	COMMENT
36.	Offers features for patrons with disabilities. (ADA compliant).			
37.	Catalog search box can be embedded in City's external website.			
38.	Displays call #s on first search screen.			
39.	Allows seamless integration of eBooks (Overdrive) and other digital content.			
40.	Library staff can customize web pages with library branding.			

41.	Library staff can add calendars, images & other library content to OPAC.			
42.	Works with any modern browser.			
43.	Does OPAC depend on browser add-ons such as Flash or Java?			
44.	Is the system built with responsive design that adapts to phones, tablets and devices of any size and is both IOS and android friendly?			
45.	Screens are printer friendly (individual records, result lists, Syndetics content).			
46.	Results can be sorted by relevance, date, title, format etc.			
47.	Ability to incorporate Google analytics.			
48.	Kid OPAC interface.			
49.	Lists (e.g. new books, bestsellers, recently returned) can be easily generated and displayed graphically in the OPAC.			
50.	Options to limit results both before and after searching by format, location, author, audience, availability etc. (faceted results).			

PATRON EMPOWERMENT FEATURES

		Y	N	COMMENT
51.	Secure login for patron account.			
52.	Change/forgot password option.			
53.	Single authentication for all electronic resources.			
54.	Opt-in option to keep reading history.			
55.	Reading history is not visible to staff.			
56.	List features available to patrons once logged in (e.g. create lists, alerts, social media options).			

THIRD PARTY VENDORS

Please indicate whether the system works with the following vendors.

- Comprise Technologies' SAM computer management software
- Gale Databases
- EBSCOhost Masterfile
- Reference USA
- Ancestry
- World Book online
- Evanced Solutions' summer reading software
- Baker & Taylor Title Source 3
- OCLC Connexion
- Overdrive (Southern California Digital Library)
- Syndetics
- New Reader Book Alert

3.   PROPOSAL SUBMISSION REQUIREMENTS

3.1   Proposal Submittal

Proposals must be delivered in person, by U.S. Postal Service, or by a courier service such as Federal Express, UPS, etc. and must be received **no later than March 20, 2015, 3:00 pm PDT** at the address listed below. Vendors must submit four (4) completed copies of the proposal, as well as four (4) electronic copies in PDF form. All proposals must be submitted in a sealed envelope clearly marked on lower left-hand corner "Proposal for Integrated Library System."

Mailing Address:

Carolyn Thomas, Library Director
Sierra Madre Public Library
440 W. Sierra Madre Blvd.
Sierra Madre, CA 91024

Proposals will not be opened until after the submittal deadline. Proposals received after the specified date and time will be deemed non-responsive and returned to the proposer unopened. The City will not be responsible for any errors or omissions in the proposals or for any delay in delivery.
Proposals will not be accepted by fax or electronic mail.

3.2   General Instructions

Proposals shall be 8 ½" x 11", appropriately bound and should be prepared simply and economically and provide a straightforward, concise description of the vendor's company, background, qualifications, proposed solution, and capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content. Glossy sales and marketing brochures are not necessary or desired.

Proposals should be organized consistent with the outline provided below under Proposal Format. Vendors must follow all formats and address all portions of the RFP set forth herein providing all information requested.

3.3   Proposal Format

Proposal must be structured, presented, and labeled in the following manner:

1. Cover Letter
2. Executive Summary
3. Company Information
4. Company Background
5. Company Qualifications
6. References
7. Proposed Solution includes responses to checklist and questions in section 2.2
8. Implementation Approach
9. Technical Support
10. Pricing
11. Additional Information

Failure to follow the specific format, to label the responses correctly, or to address all of the subsections may, at the City's sole discretion, result in the rejection of the Proposal.

Proposal shall not contain extraneous information. All information presented in the Proposal must be relevant in response to a requirement of this RFP, must be clearly labeled, and, if not incorporated into the body of the proposal itself, must be referenced to the appropriate place within the body of the proposal.

1. Cover Letter

   The proposal must include a cover letter which references and responds to each of the following bulleted items.

   - Signature of a company officer empowered to bind the vendor to the provisions of this RFP and any contract awarded pursuant to it.
   - A high-level statement of the vendor's credentials to deliver the services sought under the RFP.
   - A statement indicating the proposal remains valid for at least 90 days.
   - A statement that the vendor or any individual who will perform work for the vendor is free of any conflict of interest (e.g., employment by the City).
   - Identify any exceptions that the vendor wishes to take from the City's standard professional services terms and conditions as found in Appendix A. The proposal Transmittal Letter is limited to three pages.

2. Executive Summary

   This section of the proposal should provide a concise synopsis of vendor's proposal and credentials to deliver the services sought under the RFP. In addition, it should explain how the proposed solution will differentiate itself from other vendor solutions and the reasons the City should select the proposed solution. This may include a list of the unique features that give the vendor a competitive edge in the ILS design, implementation, and hosting.

3. Company Information

   This section of the proposal must include the following company Information:

   - Provide the legal entity name, Federal Employer Identification Number (EIN), and form of business (i.e. Corporation, LLC, etc.).

- Identify if the vendor is a subsidiary of a larger company. If so, whom?
- Provide the proposal contact name, address, phone number, and email address.
- Identify the location of company headquarters and office which will support the implementation.
- Identify the location of ongoing maintenance and support staff.

4. Company Background

This section should identify the following:

- A description of the Vendor's background, nature of business, and organizational history.
- A statement of how long the Vendor has been developing and maintaining ILS, as required by this RFP.

5. Company Qualifications

In this section of proposal, the Vendor should identify company and staff qualifications and experience in implementing solutions. More specifically, this section should identify the following:

- Describe your experience with public libraries in implementing an ILS.
- Identify your existing client base including the number of clients you provided the services being proposed here; especially local public libraries of similar size.

6. References

The vendor must provide at least five references. At least two of the references should be for ILS that have been implemented in the last three years. At least two references should be for clients that are using the vendor's hosting services. The City prefers references from local public libraries with similar demographics. For each reference, vendor should provide the following information:

- Entity name
- Customer contact information (name, title, phone, and email)
- Scope of work performed identifying the services provided and solutions implemented
- Project start and end date
- Website URL(s)

7. Proposed Solution

In this section the vendor should identify the proposed solution(s) up to and including the following:

- Provide a comprehensive overview of the solution proposed.
- Complete the checklists in Section 2.2. Vendors are encouraged to provide an adequate description of how the solution meets the requirements to allow the evaluators to fully understand the features, functions, and capabilities.
- Based on the vendor's experience and expertise, identify any additional proposed features, functions, or capabilities that the City should consider to meet the City's stated goals

8. Implementation Approach

In this section the vendor should address the following:

- Provide a project organization chart highlighting the key staff who will be assigned to accomplish the work required by this RFP; designate the individual responsible for the completion of each service component and deliverable. Provide brief bios for the project manager and assigned key project personnel.
- Describe the roles and responsibilities of both the City and vendor staff during each phase of implementation. In addition, provide an estimated level of effort for the City staff during

implementation.

- Provide a project schedule that includes all tasks, deliverables, milestones, and resources required. The City seeks a detailed understanding of the work plan that will be followed to ensure success.
- Describe your user acceptance testing methodology and criteria for success. Also, outline the responsibilities of City staff during user acceptance testing.
- Describe your training strategy/plan.

9. Ongoing Support

In this section the vendor should address the following:

- Describe ongoing support processes, procedures, and methods. Include an example of administrative manual.
- Describe software release/update frequency and procedures to perform updates.
- Describe the proposed hosting services and associated ongoing service level commitments that ensure a high performing ILS.
- Describe security and backup and disaster recovery processes and procedures.
- Discuss the vendor's philosophy and approach for ongoing research and development to advance the proposed solution and ensure it remains current to evolving technologies and standards.

10. Pricing

The City is seeking a clear and comprehensive understanding of all costs associated with the planning, design, development, implementation, hosting, patching, updating, and ongoing maintenance of the proposed ILS. In this section, the vendor must itemize all costs.

Vendor pricing should be provided for the following:

- Software licensing
- Hardware
- Third party solutions
- Integration/Interfaces – provide level of effort and hourly rate
- Implementation services – provide level of effort and hourly rate by implementation phase
- Ongoing support and maintenance
- Updating of content
- Optional products or services
- Travel

11. Additional Information

Respond to the following questions and include under "Additional Information" in order to better understand the capabilities of your system.

- Describe the training provided as part of the migration and additional training that can be taken later.

- What is the expected life cycle of the software platform that will be installed?

- The Library has around 150 digitized photographs and potentially will add to this number. The records are in MARC and are currently displayed as thumbnails in the OPAC which enlarge upon clicking. Describe the solution for displaying digital objects and archival finding aids.

- Provide proposed software licensing, hosting, and maintenance and support agreements.

4.   PROPOSAL EVALUATION

The City shall review all proposals to determine which vendors have qualified for consideration. The initial review will evaluate all submissions for conformance to stated specifications to eliminate all responses that deviate substantially from the basic intent and/or fail to satisfy the mandatory requirements. Following the initial review, the evaluators will complete a detailed review of vendor proposals.

Proposals will be evaluated based on the following evaluation criteria:

- Quality, clarity, and responsiveness of proposal.
- Ability to provide an Integrated Library System that meets the current needs of the Library.
- Proven ability to plan, design, develop, implement, update, and support the ILS and hosting solution.
- Demonstrated ability to work in a cooperative and collaborative manner with clients.
- Proposed timeline.
- Anticipated value and price.
- Perceived risk or lack thereof.
- Company financial stability.
- References for each of the primary product(s) and service(s) proposed.
- Results of interviews, demonstrations, and site visits.
- Ability to prepare and execute a contract in a timely manner.

The City reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all vendors. The purpose of any such discussions shall be to ensure full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the City and, if held, shall be after initial evaluation of proposals are complete. If clarifications are made as a result of such discussion, the vendor shall put such clarifications in writing.

5. GENERAL REQUIREMENTS

5.1 Collusion

By submitting a response to the RFP, each vendor represents and warrants that its response is genuine and is not made in the interest of or on behalf of any person not named therein; that the vendor has not directly induced or solicited any other person to submit a sham response or any other person to refrain from submitting a response; and that the vendor has not in any manner sought collusion to secure any improper advantage over any other person submitting a response.

5.2 Gratuities

No person will offer, give or agree to give any City employee or its representatives any gratuity, discount or offer of employment in connection with the award of contract by the City. No City employee or its representatives will solicit, demand, accept or agree to accept from any other person a gratuity, discount or offer of employment in connection with a City contract.

5.3 Required Review and Waiver of Objections by Vendor

Vendors should carefully review this RFP and all attachments, including but not limited to the standard Professional Services Agreement, for comments, questions, defects, objections, or any other matter requiring clarification or correction (collectively called "comments"). Comments concerning RFP objections must be made in writing and received by the City no later than the "Deadline for Written Questions and Comments" detailed in the Table 1, RFP Schedule of Events. This will allow issuance of any necessary amendments and help prevent the opening of defective proposals upon which contract award could not be made.

Protests based on any objection will be considered waived and invalid if these faults have not been brought to the attention of the City, in writing, by the Deadline for Written Questions and Comments.

5.4 Proposal Withdrawal

To withdraw a proposal, the vendor must submit a written request, signed by an authorized representative, to the RFP Coordinator (Section 1.6). After withdrawing a previously submitted proposal, the vendor may submit another proposal at any time up to the deadline for submitting proposals.

5.5 Proposal Errors

Vendors are liable for all errors or omissions contained in their proposals. Vendors will not be allowed to alter proposal documents after the deadline for submitting a proposal.

5.6 Incorrect Proposal Information

If the City determines that a vendor has provided, for consideration in the evaluation process or contract negotiations, incorrect information which the vendor knew or should have known was materially incorrect, that proposal will be determined non-responsive, and the proposal will be rejected.

5.7 Proposal of Additional Services

If a vendor indicates an offer of services in addition to those required by and described in this RFP, these additional services may be added to the contract before contract signing at the sole discretion of the City.

5.8   Licensure

Before a contract pursuant to this RFP is signed, the vendor must hold all necessary, applicable business and professional licenses, including, but not limited to, a City of Sierra Madre Business License. The City may require any or all vendors to submit evidence of proper licensure.

5.9   Conflict of Interest and Proposal Restrictions

By submitting a response to the RFP, the vendor certifies that no amount will be paid directly or indirectly to an employee or official of the City as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the vendor in connection with the procurement under this RFP.

Notwithstanding this restriction, nothing in this RFP will be construed to prohibit another governmental entity from making a proposal, being considered for award, or being awarded a contract under this RFP. Any individual, company, or other entity involved in assisting the City in the development, formulation, or drafting of this RFP or its scope of services will be considered to have been given information that would afford an unfair advantage over other vendors, and said individual, company, or other entity may not submit a proposal in response to this RFP.

5.10   Contract Negotiations

After a review of the proposals and completion of the reference checks, interviews, and demonstration, the City intends to enter into contract negotiations with the selected vendor. These negotiations could include all aspects of services and fees. If a contract is not finalized in a reasonable period of time, the City will open negotiations with the next ranked vendor.

5.11   Right of Rejection

The City reserves the right, at its sole discretion, to reject any and all proposals or to cancel this RFP in its entirety.

Any proposal received which does not meet the requirements of this RFP may be considered to be nonresponsive, and the proposal may be rejected. Vendors must comply with all of the terms of this RFP and all applicable State laws and regulations.

Vendors may not restrict the rights of the City or otherwise qualify their proposals. If a vendor does so, the City may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected.

The City reserves the right, at its sole discretion, to waive variances in technical proposals provided such action is in the best interest of the City. Where the City waives minor variances in proposals, such waiver does not modify the RFP requirements or excuse the vendor from full compliance with the RFP. Notwithstanding any minor variance, the City may hold any vendor to strict compliance with the RFP.

5.12   Disclosure of Proposal Contents

All proposals and other materials submitted in response to this RFP procurement process become the property of the City. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process. Upon the completion of the evaluation of proposals, the proposals and associated materials will be open for review by the public to the extent allowed by the California Public Records Act, (Government Code Section

6250-6270 and 6275-6276.48). By submitting a proposal, the vendor acknowledges and accepts that the contents of the proposal and associated documents will become open to public inspection.

Each vendor should be aware that although the California Public Records Act recognizes that certain confidential trade secret information may be protected from disclosure, the City is not in a position to establish that the information, which a vendor submits, is a trade secret. If a request is made for information marked "confidential", the City will provide the vendor who submitted such information with reasonable notice to allow the vendor to seek protection from disclosure by a court of competent jurisdiction.

5.13   Severability

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the City and vendors will be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

5.14   RFP and Proposal Incorporated into Final Contract

This RFP and the successful proposal will be incorporated into the final contract.

5.15   Proposal Amendment

The City will not accept any amendments, revisions, or alterations to proposals after the deadline for proposal submittal unless such is formally requested, in writing, by the City.

5.16   Consultant Participation

The City reserves the right to share with any consultant of its choosing this RFP and proposal responses in order to secure a second option. The City may also invite said consultant to participate in the Proposal Evaluation process.

5.17   Warranty

The selected vendor will warrant that the proposed solution will conform in all material respects to the requirements and specifications as stated in this RFP and as demonstrated during the evaluation process. In addition, the requirements as stated in this RFP will become part of the subsequent agreements.

5.18   Rights of the City

The City reserves the right to:
- Make the selection based on its sole discretion.
- Reject any and all proposals.
- Issue subsequent Requests for Proposals.
- Postpone opening proposals if necessary for any reason.
- Remedy errors in the Request for Proposal process.
- Approve or disapprove the use of particular subcontractors.
- Negotiate with any, all, or none of the vendors.
- Accept other than the lowest offer.
- Waive informalities and irregularities in the proposals.
- Enter into an agreement with another vendor in the event the originally selected Vendor defaults or fails to execute an agreement with the City.