



QUEENS PUBLIC LIBRARY

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RFP # 0123-2

**Request for Proposals for
SAP Consulting Services**

Date: January 17, 2023

Revised 1/27/23

**Proposals must be submitted February 16, 2023 by 2:00 PM
via the provided Dropbox link:**

<https://www.dropbox.com/request/IdairOINyza2Z5vp8UI8>

**Procurement Department
Queens Borough Public Library**

**Deadline for Questions
January 31, 2023 by 3PM**

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The following documents are incorporated into this RFP

Attachment 1- Forms

Attachment 2- Queens Borough Public Library General Terms and Conditions

Attachment 3- Local Law 34

The Queens Borough Public Library (the “Library”), hereby solicits proposals from experienced firms and individuals (hereinafter referred to as “Proposers”) in response to this Request for Proposals (“RFP”) to provide SAP consulting services to the Library. The Library intends to award multiple contracts for this engagement and to award work on a competitive basis among awarded firms.

I. CALENDAR OF EVENTS

Issuance of RFP	January 17,, 2023
Deadline for Questions	January 31, 2023
Proposal Due Date	February 16, 2023 by 2PM
Interviews, if performed	To be determined
Award/ and Notification to all Proposers	At the conclusion of the RFP process.

II. CONTACT INFORMATION

The Library’s designated contacts for this RFP, as of the date hereof, are Cristina Polychronopoulos, Procurement Coordinator, Xavier Cerda, Assistant Director of Procurement and William Funk, Vice President of Procurement. Questions regarding this RFP should be sent to: RFPcontact@queenslibrary.org on or before **January 31, 2023**. Responses to any questions received will be posted on the Library’s web site at <https://www.queenslibrary.org/about-us/procurement-opportunities> as they are received. No other communication of questions and answers will be made.

Proposals are to be uploaded to DropBox using this link:
<https://www.dropbox.com/request/IdairOINyza2Z5vp8UI8>

The Library will not provide reimbursement for any costs or expenses incurred in connection with this RFP, including the costs of preparing and submitting a response, providing any additional information or attending an interview. All material that is submitted in response to this RFP will become the sole property of the Library. The Library expressly reserves the right to utilize any and all ideas submitted in the proposals received unless covered by legal patent or proprietary rights, any of which **must** be clearly indicated in the proposal submitted in response to the RFP.

Interviews of the top-qualifying Proposers may be conducted at the Library’s discretion on a specific day or days to be disclosed later in the RFP process. All top-qualifying Proposers will be notified of the exact interview date(s) in advance.

III. CONTRACT PERIOD

The term of the awarded contract will be for a (3) three year period with (2) two one-year options to renew at the Library's discretion. The Library may terminate the contract at any time, in its sole discretion, upon written notice.

IV. BACKGROUND

The Library is an independent not-for-profit corporation. It is one of the largest and most innovative libraries in the world and one of the three New York City library systems. The Library consists of a Central Library and other facilities located throughout the County of Queens in the State of New York. For a complete listing of current facilities, please visit the Library's webpage: <https://www.queenslibrary.org/about-us/locations/?view=all>

The Library serves 2.4 million Queens residents, with an extensive collection of books, reference materials, periodicals, government documents, video and audiocassettes, records, compact discs, DVDs, and photographs and maps. The Library has a computerized integrated circulation and catalog system, state-of-the-art computer equipment in all community libraries, and the ability to provide information through free Internet access and facsimile machines to the public. The Library offers a wide variety of reading, writing, and literacy programs, and functions as an integral part of the Queens community.

The Library has an ongoing need for SAP consulting services and it requires an experienced and qualified firms that can support and supply an enterprise support solution for the Library's SAP software system.

V. SCOPE OF WORK

The Library's Information Technology Department is seeking an experienced and qualified SAP consulting firm that has access to skilled SAP resources. The selected firm(s) will assist with a range of projects and support initiatives as may be directed and required by the Library.

The Library intends to award multiple contracts for this engagement and to award work on a competitive basis among awarded firms.

The Successful Proposer(s) will be required to communicate knowledge transfer to Library's Information Technology Department as may be directed and will provide, without limitations:

1. Testing, evaluating, documenting knowledge, by assigned consultant.
2. Consultant(s) will report to Queens Public Library Management results of knowledge transfer.
3. All consultants must provide daily status reports of work performed.

The Library may require firms to provide SAP software, software maintenance and third party software and software maintenance that can interface with SAP, and also provide related consulting services.

Responding firms must have consultants in the areas listed below that meet the specified qualifications. In addition, firms should be able to provide consulting and support services in the areas described below within twenty-four (24) hours of the Library requesting services **at or below the proposed Maximum Hourly Rates**.

Project Lead

The Proposer's Project Lead should possess the experience and qualifications of SAP upgrade projects with prior experience in ECC 6.0, S/4 Hana, SAP BW 3.x and BI/BO 7.x, preferably in not-for-profit or public sector/local government sectors and:

1. Provide overall team management and provide day-to-day coordination of firm's staff and act as a liaison to Library IT staff;
2. Be accountable for all services and deliverables provided;
3. Coordinate with the Library Project Lead to insure on-time delivery of a functioning system that meets the Library's requirements;
4. Provide the Library with reports, status updates, issue and problem reports, and other project management documentation as determined by the Library Project Lead;
5. Assist Library Project Lead in identifying and assessing potential risks to the project as well suggesting actions to avoid, mitigate or manage those risks;
6. Assist in the installation and initial testing;
7. Possess a minimum of 5 years of experience in management, design and development of complex SAP R/3 Projects with experience in all consulting area of SAP ECC , S/4 Hana, SAP BW 3.x and BI/BO 7.x; and
8. Should have Not-for-profit experience.

SAP Financial Accounting & Control

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Functional and Technical a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP Grants Management

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Functional and Technical a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience preferred.

SAP Materials Management

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Functional and Technical a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP Supplier Relationship Management

SAP SRM (Online Purchasing and Contract Lifecycle Management)

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Functional and Technical a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with SAP SRM and ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP Public Sector Funds Management

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Functional and Technical a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;

3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP Accounts Payable / Accounts Receivable

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Functional and Technical a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP Personnel Management / Organizational Management / Benefits

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Functional and Technical a professional with SAP R/3 implementation. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP U.S. Payroll / Tax Reporter

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Functional and Technical a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP Compensation Management

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Functional and Technical a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP Successfactor (e-Recruitment)

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Functional and Technical a professional with SAP Successfactor (e-Recruitment) implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP Basis / Security

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Technical knowledge of Basis & a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP GRC Consultant

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Technical knowledge of GRC and Security & a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP Technical (ABAP/Netweaver/Fiori/Personas)

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Technical knowledge of ABAP and Netweaver with ABAP, Fiori and Personas experience is desired, a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred;
4. Should have Not-for-profit experience.

SAP BPC (Budgeting)

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Functional and Technical a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP FrontEnd Developer (BI) / Enterprise Portals

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Technical knowledge of BI frontend, BEx reporter with ABAP and Portals, a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

SAP Business Information Warehouse

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Technical knowledge of BI installation and Configuration, a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting; Publishing BI Reports to SAP Portal eliminating the need for BEx reporter

2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred;
4. Should have Not-for-profit experience.

SAP NetWeaver (Java) Developer

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Proven Technical knowledge of NetWeaver with Java, a professional with SAP R/3 implementation experience. Overall 2-3 years plus industry and/or consulting;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards preferred; and
4. Should have Not-for-profit experience.

Business Analyst

The consultant should possess the experience and qualifications for this subject area and specifically have experience and qualifications in the following areas:

1. Ability to review, analyze and evaluate business system and system requirements. Formulate solutions which address library strategies and needs;
2. Prepare solution options, identify risks, and perform required financial analysis;
3. Document detailed description of user needs, program functions, and steps required to develop or modify computer programs; and
4. Not-for-profit experience required.

SAP Archiving (OpenText/IXOS)

The consultant should possess the expertise and qualifications for this subject area and specifically have experience and qualifications in following areas:

1. Ability to review, analyze and evaluate business system and system requirement. Formulate solutions which address library strategies and needs;
2. Be responsible for all services and deliverables provided;
3. Experience with ECC 6 onwards, OpenText, IXOS preferred; and
4. Should have Not-for-profit experience.

VI. THRESHHOLD CRITERIA

Only Proposals submitted from Proposers who meet the following minimum threshold requirements, will be considered by the Library:

1. The firm has worked with public sector and or not-for-profit entities within the last three (3) years.
2. The firm must have a minimum of at least (3) three years of experience in providing SAP consulting within the last (5) five years.
3. The Firm must be an established business located within the region outlined in the United States-Mexico-Canada Agreement, <https://ustr.gov/trade-agreements/free-trade-agreements/united-states-mexico-canada-agreement> .

VII. PROPOSAL REQUIREMENTS

The following is a list of the information that must be provided in the Proposal. A proposal that does not include all of the information requested below may be deemed non-responsive and subject to rejection. **Proposals to respond to all areas listed below, in the order listed and to include a response to sections A. B. and C.**

Proposers shall indicate in their proposals what information, if any, is proprietary and confidential. Proposers are hereby advised that the Library is subject to the New York State Freedom of Information Law (“FOIL”). Material marked “Confidential and Proprietary” will be treated as such to the extent consistent with the obligations under FOIL, other applicable law, regulation or legal process.

Management and Qualifications

In setting forth its qualifications, each firm shall provide the information requested below, as appropriate. Responses to this Section should be limited to thirty-two (32) single-sided pages in total (not including resumes), and shall be prepared on 8½ x 11-inch paper using at least 12-point type with standard margins no less than 1”.

Cover Letter (2-page limit)

A cover letter, which shall be considered an integral part of the submission, shall be bound with the submission and signed by the individual authorized to bind the firm contractually. In signing the cover letter, the firm agrees to be bound by the terms of this solicitation and its submission hereunder for no less than one year. The cover letter shall contain a statement that the firm’s work for the Library will not create any conflict of interest. If your firm believes that a conflict may arise, the nature of the conflict should be described – see question 14.

A. General Information (30 page limit)

1. Provide the Proposers legal name, address, tax ID number and state of incorporation for the contracting entity submitting the submission.
2. Provide detailed information on how your firm meets the requirements of RFP section VI, Threshold Requirements:
 - i. The firm has worked with public sector and or not-for-profit entities within the last three (3) years.
 - ii. The firm must have a minimum of at least (3) three years of experience in providing SAP consulting within the last (5) five years.
 - iii. The Firm must be an established business located within the region outlined in the United States-Mexico-Canada Agreement, <https://ustr.gov/trade-agreements/free-trade-agreements/united-states-mexico-canada-agreement> .
3. Provide copies of your two (2) most recent audited financial statements. If audited financial statements are not available, please explain why and identify how the Library can assess the financial condition of your firm. If audited financial statements are not available, provide alternative documentation subject to the Library's sole discretion to accept. Please note that the required financial information requested in this section does not count towards the General Information section page limit.
4. Provide a brief history of the company and successful experience related to the SAP services requested in this RFP. Include information regarding any similar past or current SAP projects in which the Proposer is involved in, with specific references to work for public sector, not-for-profit corporations, library systems or other like-entities. All work performed by Selected Candidates under this Contract must be performed within region outlined in the United States-Mexico-Canada Agreement.
5. Provide the name, title, address, telephone and e-mail address of the individual the Library should contact with respect to your submission.
6. Describe how you would staff the engagement. To the maximum extent possible identify all of the individuals who will be involved in fulfilling the obligations and satisfying the Scope of Services under this RFP. When identifying those individuals, include the primary role and responsibilities of each. Please provide resumes for these individuals including years of employment in your organization and total years of experience. Also, include the physical location at which each team member will work on tasks related to this RFP. Detail the assignments that these individuals performed work for your firm. **Please note that the required resumes requested in this section do not count towards the General Information section page limit.**
7. Describe your understanding of the Library.
8. Identify any additional services not covered in the Scope of Service sections that your firm believes may be of particular value to the Library. Please describe why you believe these services to be relevant.

9. Identify any services listed in the Scope of Services your firm is not able to perform and explain why you are not able to perform these services.
10. Provide a minimum of three (3) recent SAP clients as references from clients of similar size to that of the Library and this Scope of Services (a "Reference Client"). Provide the Reference Client's name, contact person, title, address, and telephone number. Please provide details on the work performed for each Reference Client, including, the length of any contract, project costs, size of project, completion date and explanation of how the work performed is similar to the work required by the Library, as well as any other pertinent information relevant to representing your qualifications to perform the work.
11. Explain how you will safeguard and keep confidential the data and information provided by the Library to you.
12. Identify any sub-contractors that you plan to utilize as part of your proposed team. For each sub-contractor proposed please have them complete Form #3, Vendor Responsibility Questionnaire.
13. Discuss any past or present civil or criminal legal investigations, litigation or regulatory action involving your firm or any of its employees and any proposed subcontractor that could affect your role or ability to serve as a consultant to the Library. If none, include a statement that there are no past or present civil or criminal legal investigations, or pertinent litigation and or regulatory actions that could impact your firm's ability to serve in the required capacity.
14. Identify the nature of any potential conflict of interest your firm or any proposed subcontractors might have in providing consulting services under this solicitation to the Library.
 - (a) Discuss fully any conflicts of interest, actual or potential, which might arise in connection with your firm's involvement with the Library. If your firm believes that a conflict of interest might arise, please describe how such conflict would be resolved.
 - (b) State whether your firm represents any party that is or may be adverse to the Library.

You must certify in writing that your representation of the Library will not create any conflict of interest involving that firm.

B. Cost Proposal (No page limit)

Using the RFP #0123-2 Pricing Sheet, Proposer to provide its Cost proposal. NOTE: Failure to provide cost proposal as requested below will be grounds for determining a proposal to be non-responsive.

Using the table format provided below and on the separate excel Pricing Sheet, state the **Maximum Hourly** rates at which the services would be provided to the Library by your firm and your firm's sub-contractors for the first two (2) years of the contract. Rates provided will apply to the firm and any potential sub-contractor. **The Maximum Hourly rate is the highest possible rate for a consultant within a given Team Member title category. After contract(s) are awarded, the Library will solicit the Awarded Firm(s) with specific titles and requirements. Awarded Firms would offer the**

resume(s) of available consult(s) which most closely match the Library’s requirements along with a competitive hourly rate. The Awarded Firm could offer an hourly rate no higher than the contracted **Maximum Hourly Rate** for a given Team Member title category. **Note that administrative support costs are to be included in the proposed hourly billing rates for managers and professionals.**

Team Member	On-Site Maximum Hourly Rate Inclusive of Travel & Expenses	Remote Maximum Hourly Rate Inclusive of Expenses
Project Lead		
SAP Financial Accounting & Control		
SAP Grants Management		
SAP Materials Management		
SAP Supplier Relationship Management SAP SRM (Contract Lifecycle Management)		
SAP Public Sector Funds Management		
SAP Accounts Payable / Accounts Receivable		
SAP Personnel Management / Organizational Management / Benefits		
SAP U.S. Payroll / Tax Reporter		
SAP Compensation Management		
SAP Successfactor (e-Recruitment)		
SAP Basis / Security		
SAP GRC Consultant		
SAP Technical (ABAP/NetWeaver)		
SAP BPC (Budgeting)		

SAP Front End Developer (BI) / Enterprise Portals		
SAP Business Information Warehouse		
SAP NetWeaver (Java) Developer		
Business Analyst		

NOTE: Failure to provide your cost proposal as requested in item VII.B.1.(i) above will be grounds for determining a proposal to be non-responsive.

1. An affirmation that normal billing rate increases will not apply to the Library and that the rates proposed for this engagement shall remain fixed and firm for the first two (2) years of the contract term, as well as an affirmation that any rate increase for years three through five (3 – 5) of the contract shall not exceed the lesser of five percent (5%) or the percent annual January increase in the Consumer Price Index for New York, Northern New Jersey, and Long Island, as set forth by the U.S. Department of Labor, Bureau of Labor Statistics for each of the preceding contract years (i.e., the CPI for years 2, 3, and 4). The Proposer that is awarded a contract under this RFP shall have the sole responsibility to submit to the Library a service rate adjustment request thirty (30) days prior to the effective date of the price increase, providing a copy of the index and other supporting documentation necessary to substantiate the request;
2. A statement regarding any special considerations with respect to billing or payment of fees and expenses that your firm offers thereby differentiating you from other Proposers and making your firm’s services more cost effective for the Library; and
3. A statement as to whether the Library is getting the lowest rates charged by your firm. If not, please explain why.

C. Other (No page limit)

1. Firms must either provide a statement accepting the terms and conditions in the Library’s General Terms and Conditions, Attachment 2, or must alternately identify any exceptions taken to the terms and conditions. Any supplemental contract language that a Proposer requires is considered by the Library as an exception and must be included in a Proposer’s proposal. If exceptions are taken, the firm must clearly identify the language that is being taken exception to and provide the suggested alternate language for each such exception. The nature and extent of exceptions, if any, taken by the firm to the Library’s terms and conditions will be a factor considered in evaluating submissions. Firms that demonstrate a willingness to accept the Library’s terms and conditions will be given more favorable consideration by the Library.

At any time during the RFP process, the Library, in its sole discretion, may reject a proposal that has exceptions to the Library’s terms and conditions.

2. Firms shall indicate in their submissions what information, if any, is proprietary and confidential. Firms are hereby advised that the Library is subject to the New York State Freedom of Information Law (“FOIL”). Material marked “Confidential and Proprietary” will be treated as such to the extent consistent with the Library’s obligations under FOIL or any other applicable laws, rules or regulations, and will not otherwise be disclosed by the Library except as necessary for the evaluation of submissions.
3. Firms shall confirm that they will meet the insurance obligations.
4. Firms to complete all forms if Attachment 1 and Attachment 3- Local Law 34.

VIII. EVALUATION AND SELECTION

A. Evaluation Criteria

A Selection Committee consisting of Library staff will evaluate the properly received proposals. This Selection Committee will make its recommendations to the Library for its determination as to its awards of a contract. For each scope of work, the Selection Committee will consider the following factors, though not necessarily listed in the order of importance, in considering submissions:

1. The firm’s previous experience in providing the proposed services to not-for-profit corporations, library systems, and other similar clients. (25 points.)
2. The qualifications, expertise, prior experience, and availability of the proposed team assigned to the library, including expertise and experience pertinent to the services requested in the RFP. (30 points.)
3. Overall organization, completeness, and quality of proposal, including cohesiveness, conciseness, clarity of response, demonstrated understanding of the Library, and degree of acceptance of the Library’s terms and conditions in the Library’s Standard Consulting Agreement. (15 Points.)
4. The Library will assess cost proposals for firms that receive a passing evaluation for items 1 through 4 above. Such determination of a passing evaluation is at the sole discretion of the Library. (Although proposed cost will be given significant consideration in the selection process, the Library reserves the right to negotiate lower fees with any firm selected, or a different fee structure than proposed.) (30 Points.)
5. Interviews, if conducted. (To occur at the sole discretion of the Library- 30 Points.)

B. Selection Process

The Selection Committee will evaluate all responsive proposals based on the criteria enumerated in Section VII, as referenced above. The Selection Committee may afford firms the opportunity to clarify submissions for assuring a full understanding of their responsiveness to the solicitation.

At the sole discretion of the Library, the Selection Committee may conduct interviews of Proposers found to be most qualified to perform the services required. Proposers selected for interviews will be notified in writing regarding the interview date(s).

At the conclusion of the evaluation process, the Library anticipates awarding a contract to a responsive and responsible firm whose proposal is determined to be the highest quality and most advantageous to the Library, taking into consideration the overall quality of the submission as measured against all the evaluation criteria above.

Prior to the award of any contract(s) under this solicitation, the Library will conduct a vendor responsibility assessment and may require eligible firms to answer questions and provide additional information to supplement the information provided in the proposal, Vendor Responsibility Questionnaire or other materials to assist the Library in making such a determination. In its sole judgement, the Library may reject a proposal because of a vendor responsibility determination or other determination by the Library. The Library reserves the right to reconsider other proposals.

Proposers will be notified in writing once a proposal has been selected.

IX. PROPOSAL INSTRUCTIONS AND CONDITIONS

A. Limitations

1. This RFP does not commit the Library to award a contract, pay any costs incurred in the preparation of a response, or procure or contract for services of any kind whatsoever. The Library reserves the right, in its sole discretion, to accept or reject any or all proposals as a result of the RFP, to negotiate with any or all firms considered, and to cancel this RFP in whole or in part. The Library reserves the right to request additional information from all Proposers.
2. Proposers may be requested to clarify the contents of their proposals. Other than to provide such information as may be required by the Library, no Proposer will be allowed to alter its proposal or to add new information after the RFP due date.
3. Proposers may be required to participate in negotiations and to submit any price, technical or other revisions to its proposal which may result from such negotiations.
4. Proposers must fully execute the forms contained in Attachment 1 and Attachment 3 and submit them with its proposal.
5. All material submitted in response to this RFP will become the sole property of the Library.

B. Proposal Submission

1. Proposals must include a cover letter indicating the mailing address of the office from which the proposal was submitted, the name and email address of the individual who will represent the firm as the primary contact person for the proposal, and the telephone and facsimile numbers of the primary contact person.

2. Non-responsive proposals include, but are not limited to, those that:

- (a) Do not conform to the RFP requirements and instructions;
- (b) Are conditional; or
- (c) Contain a material omission(s).

The Library may waive minor informalities or irregularities in a proposal that are merely a matter of form and not substance, the correction of which would not be prejudicial to other proposers.

C. Administrative Specifications

- 1. All proposals must be irrevocable for one year and signed by an authorized officer of the firm.
- 2. The successful Proposer(s) must agree to provide the Library with audit access on request during the term of the contract and for 7 years thereafter.
- 3. The Library at any time and in its sole discretion, may terminate its contract with the successful proposer(s), or postpone or delay all or any part of the contract, upon written notice.
- 4. All Proposers are obligated to update any changes in their proposals prior to the proposal due date.

D. Addendum, Errors and Omissions

- 1. If a Proposer discovers any ambiguity, conflict, discrepancy, omission or other error in this RFP, it shall immediately notify William Funk, in writing, of such error and request clarification or modification to the document.
- 2. Should the Library find it necessary to modify this RFP, a notice of that modification will be made by way of an addendum that will be posted to the RFP website.
- 3. If a Proposer fails to notify the Library of a known error or an error that reasonably should have been known prior to the final filing date for submission, the Proposer shall assume the risk. If awarded the contract, the Proposer(s) shall not be entitled to additional compensation or time by reason of the error or its late correction.

E. Debriefing of Unsuccessful Proposers

Upon written request via email to William Funk, a debriefing will be scheduled with an unsuccessful Proposer after the Library has provided notice of its selection of one or more successful Proposer(s). Discussion will be limited to a critique of the proposal submitted by the Proposer requesting the debriefing. Comparisons between proposals or evaluations of the other proposals will not be discussed. Debriefings may be conducted in person or on the telephone, at the Library's discretion.