

REQUEST FOR PROPOSALS (RFP)

# TRL.org Website & Catalog Redesign and Integration

TRL #22-01

TRL is initiating this Request for Proposals (RFP) to solicit proposals from contractors to modernize and redesign the library district's TRL.org web presence, including website (trl.org), library catalog (search.trl.org), and third-party integrations such as Library Market events. This is being done to enhance the usability and improve the website navigation/search features and a web content management system (CMS) on Pantheon Cloud or similar hosting services. This system will replace the TRL website to include the migration of some content from the current site (based on Drupal 7) to the new CMS. TRL will provide access to the hosted platform under an existing subscription with complete test, stage, and production environments.

## RFP Procurement Schedule

**Table 1: Procurement Schedule**

<i>Schedule of Events</i>	<i>Date/Time</i>
<i>Solicitation Release</i>	July 29, 2022
<i>Deadline for Questions</i>	August 29, 2022
<i>Deadline for Proposals</i>	September 2, 2022
<i>Interviews</i>	September 15, 2022
<i>Selection</i>	September 21, 2022
<i>Negotiation of Agreement</i>	September 30, 2022
<i>Contract Execution</i>	January 1, 2023

The Timberland Regional Library reserves the right to modify this. Changes will be posted on the TRL.org website or as otherwise stated.

## **RFP Contacts**

Andrea Heisel (Content and Access Director) – [aheisel@trl.org](mailto:aheisel@trl.org)

Ryan Williams (IT Specialist IV) – [rwilliams@trl.org](mailto:rwilliams@trl.org)

415 Tumwater BLVD SW Tumwater, WA 98501

No other Timberland Regional Library employee may speak for the organization regarding this solicitation until the award process is complete. Any Proposer contacting other TRL employees does so at Proposer's own risk. TRL is not bound by such information.

Table of Contents

REQUEST FOR PROPOSALS (RFP)..... 1

RFP Procurement Schedule..... 1

**Table 1: Procurement Schedule**..... 1

    RFP Contacts ..... 2

Table of Contents ..... 3

Purpose and Background..... 5

    Background ..... 5

        Current Site Overview ..... 5

    Performance Schedule..... 7

    Solicitation Objectives..... 7

    Minimum Required Qualifications ..... 7

    Proposer shall have experience: ..... 7

        Desired Qualifications..... 8

    Web Design Scope of Work ..... 8

    Phases – Requirements and Deliverables ..... 10

        Phase 1: Discovery..... 10

        Phase 2: Information Architecture (IA), Design, and Development Phase ..... 10

        Phase 3: Implementation and Launch Support..... 10

    Procedures and Requirements..... 11

        Submission of Proposals ..... 11

    Questions ..... 11

        Changes to the RFP..... 12

        Receiving Addenda and/or Question and Answers..... 12

        Proposal Submittal ..... 12

        Proposer Responsibility to Provide Full Response ..... 12

        No Guaranteed Utilization..... 12

        Expansion Clause..... 13

        Right to Award to next ranked Proposer ..... 13

        Negotiations..... 13

# Timberland Regional **Library**

Effective Dates of Offer .....	13
Cost of Preparing Proposals.....	14
Readability .....	14
Changes or Corrections to Proposal Submittal.....	14
Errors in Proposals .....	14
Withdrawal of Proposal .....	14
Rejection of Proposals.....	14
Incorporation of RFP and Proposal in Contract.....	14
Independent Contractor .....	14
Women and Minority Subcontracting.....	14
Proprietary Materials/Public Disclosure .....	15
Response Materials and Submittal.....	16
<b>1.1</b> Letter of interest (optional) .....	16
<b>1.2</b> Legal Name:.....	16
<b>1.3</b> Technical Proposal: .....	16
Selection Process.....	18
1. Initial Screening: .....	18
2. Proposal Evaluation Criteria:.....	18
3. Interviews: .....	18
4. References:.....	18
5. Selection: .....	18
6. Contract Negotiations:.....	18
7. Repeat of Evaluation:.....	19
Award and Contract Execution .....	20
Debriefs.....	20
Instructions to the Apparently Successful Proposer(s).....	20

1.

# Timberland Regional **Library**

## Purpose and Background

### **Background**

Timberland Regional Library serves a population of more than 545,000 residents across a five-county, 7,000 square mile service area in Southwestern Washington State. More than 121,000 people are active library cardholders.

TRL operates from an Administrative Service Center in Tumwater, Washington. TRL provides library materials and services to 29 community libraries, 2 co-operative library centers, mobile library service and several book drops. The pandemic increased use of the library's digital resources, including 1,369,323 check outs of e-books, e-audio, and other materials. Total circulation in 2021 reached over 3.3 million, a 29.8% increase over the previous year.

With Wi-Fi in every location and hundreds of Internet-connected computer workstations across the district, the library district provides free access to the critical technology residents need to be successful in school, work and everyday life.

TRL delivers programs and services that engage and interact with patrons. Public libraries are not just repositories of books, rather they are vibrant centers of the community, providing lifelong learning opportunities for all who use the services. With the pandemic came an increase in providing online programs and services to the community.

TRL's most recent website re-design effort went live in 2017. **TRL.org** serves as TRL's online library, providing access to digital resources, events, and critical information about the library and the local libraries in each community. A successful site works for the people we serve, meeting accessibility and design best practices and standards for both mobile and desktop users, while being easy for staff to maintain and keep current.

### **Current Site Overview**

**CMS:** Drupal 7 (latest version) hosted on Pantheon ([trl.org](http://trl.org))

**Library catalog:** Enterprise from SirsiDynix ([search.trl.org](http://search.trl.org)); integration with SirsiDynix Symphony

**Event calendar and room reservation management:** LibraryCalendar from LibraryMarket ([events.trl.org](http://events.trl.org))

**PC reservations and print management:** Pharos ([printing.trl.org/SignUp/Logon.asp](http://printing.trl.org/SignUp/Logon.asp))

**Chat:** SpringShare LibChat

**Mobile app:** SirsiDynix BlueCloud Mobile App

TRL also works with a variety of 3<sup>rd</sup> party services and information providers and seeks

appropriate integrations.

## **Performance Schedule**

The selected firm shall complete phases 1-3 of this Scope of Work within 6-9 months after a notice to proceed and project kick-off. The selected firm shall also provide a minimum of 30 days of implementation support after the site goes live.

Proposals which do not complete this scope within the timeframe must describe why their proposal's schedule will yield a superior project.

## **Solicitation Objectives**

The objective of this RFP is to contract for the work to determine how the web site, library catalog, email newsletters, and events calendar should look and function to meet the needs of TRL customers; determine how information should be categorized or tagged to improve information access and content maintenance; use off-the-shelf modules to configure the content management system, define taxonomy, views, content types and any other artifacts necessary to implement the CMS and site content; configure an off-the-shelf, open-source or commercially available theme that delivers a responsive, accessible and visually compelling user experience supporting mobile and desktop users; implement faceted search to deliver customized site search that enhances user experience and access to information; configure and implement the site in a manner that is optimized for search engine ranking and delivering effective results; implement the system in a manner that maintains technical manageability, updateability and extensibility by adhering to best practices.

Proposer may respond to one or more of the functions we are looking for:

- web site, including ability for integration with chat, voice assistance, and accurate language translation
- library catalog and mobile app
- email newsletters
- events calendar
- room reservation

## **Minimum Required Qualifications**

Proposer is responsible for the procurement of all required permits and licenses.

Proposer must provide evidence of completion of at least two implementation projects of similar scale in the last 36 months.

### **Proposer shall have experience:**

- Designing similarly complex projects with supporting references for no less than 5 years, either as a company or as the median length of experience of team members if Firm Company has existed for less than 5 years.

# Timberland Regional **Library**

- Utilizing WC3 Priority 1 Accessibility Guidelines and Section 508 of the US Rehabilitation Act to provide optimal accessibility to users, or international equivalents.
- Delivering large-scale projects which require collaboration with a team.
- Delivering web design and front-end code for CMS implementation.

## **Desired Qualifications**

Proposers demonstrating the following qualifications and capabilities above and beyond minimum qualifications will be evaluated on their ability to demonstrate or provide the following:

- Firm has on staff, all staff personnel required to complete this work, which may include:
  - Creative Director, Web Designer, Production Artist(s), Front-end Web Developer(s), Web Content Strategist, Web Producer/ Project Manager, Account Manager
  - Firm has experience conducting usability testing for websites
  - Firm possesses facilities and expertise to conduct research
- Or, Firm has existing relationships with research firms and a proven track record of successful research outcomes
- Firm has delivered websites for other libraries or similar institutions, which may include:
  - Public Libraries, Universities, or Government Agencies
- Firm has a portfolio showcasing current excellent web design o Awards or honors received for web design
- Work exemplifies current best practices for designing for device context, be it desktop/laptop, tablet, or mobile device

## **Web Design Scope of Work**

Review the existing site **TRL.org**, library catalog, event calendar, and other resources. Conduct research and analysis to determine the needs of TRL's customers and internal users.

Based on information gathered, determine, and implement an information architecture and taxonomy that makes it easy and intuitive for customers to find the information they are looking for. TRL has numerous documents, policies, and informational pages about services provided. The resultant information architecture should make it easy to present a semantic view of information based on the document taxonomy.

Using the information gathered through analysis and stakeholder research, define, and implement a visually appealing and engaging site, whatever the user's point of entry or



# Timberland Regional **Library**

device. The site should entice visitors to look deeper, dynamically convey current information, and make it easy to discover the materials, information, programs, and services offered by TRL.

Develop and implement a strategy to incorporate social media such as sharing TRL content via Facebook, Twitter, Instagram, TikTok, Pinterest, etc.

Develop and implement a strategy for migrating the existing TRL site contents such as informational pages, board policies, statistics, annual reports, etc.

Implement site level search and content specific search necessary to meet the needs of users, for example, the ability to search within a specific category of documents. The specific categories and needs should be derived for analysis of site usage and stakeholder input.

Implement the site in a manner compliant with Section 508 of the Rehabilitation Act of 1973 and consistent with best practices for accessibility. This includes any content created as well as implementing features to maintain accessibility as curation of the site is transitioned to TRL content authors.

Implement the site in a manner that maintains and improves search engine rankings and accounts for potential changes in content URLs so that customers reaching the new site from search engines and external links will be connected to the content they are seeking in most cases and have a positive user experience in all cases.

Facilitate single sign-on leveraging TRL's existing AD FS infrastructure to allow TRL staff to access the administration and publishing modules with their existing TRL credentials.

Ensure that our current analytics platform (Google Analytics) can reliably provide site usage statistics for the new design.

The estimated project budget, including website, public catalog, mobile app, events, and newsletter functions, is currently \$150,000. Based upon the RFP responses received, TRL may elect to modify the scope of work to best meet the RFP objectives and proposed budget allocation.

The following phases are inclusive but not necessarily exhaustive lists of requirements and deliverables. If the responding firm follows methodologies and process which includes additional or different steps, phases, or deliverables, please include that in your proposal response.

## **Phases – Requirements and Deliverables**

### **Phase 1: Discovery**

With key considerations expressed in this RFP, the firm shall collaborate closely with TRL staff to explore the existing situation and refine scope. During the Discovery Phase, the contracted firm shall be required to interview key stakeholders and attend meetings as needed. The consultant shall perform review, research, and conduct project planning.

### **Phase 2: Information Architecture (IA), Design, and Development Phase**

The Firm will develop detailed documentation of IA, functional specific documentation, provide wireframes and flow charts describing information architecture to support user stories that deliver value to the personas identified in Phase I. Firm will deliver an exceptional design for a new site which delivers an optimal User Experience (UX) for patron's device context, be it desktop, laptop, tablet or other mobile device.

Brand and graphical assets required for the website design will be provided by TRL, along with a Graphic Standards Manual TRL already created. The Firm will produce deliverables for each page type including:

- Designing, creating, and delivering graphic files required for the full site implementation
- Documentation for any templates, color palettes, and actions needed as additional graphic assets may be required
- Style Guide outlining the visual design specifications
- Front end code

### **Phase 3: Implementation and Launch Support**

Working with TRL's team, the Firm will provide the site review, functional validation, integration testing, and site support.

## **Procedures and Requirements**

This section details TRL instructions and requirements for your submittal. TRL reserves the right in its sole discretion to reject any response that fails to comply with the instructions.

### **Submission of Proposals**

Contractors must submit proposals via email and hard copy.

Emailed proposals may be sent to the RFP Contact as noted above in PDF format directly attached to the email or using a file distribution service. All electronic submissions must include a scanned copy of all signed signature pages. The date received is the date and time the message is received by the TRL mail system. In no event is TRL responsible for a delay, failure in delivery or technical problems accessing the content of electronic submissions.

Hard copy proposals must include two (2) copies of their proposal. One copy must have original signatures and one copy may have photocopied signatures.

The proposal, whether emailed, mailed or hand delivered, must arrive at TRL no later than **September 2, 2022, 5:00PM** Pacific Time. Pacific Time is defined as Pacific Time in Tumwater, WA. Proposals are to be sent to the RFP Contact at the address noted in the RFP Contact section. The envelope should be clearly marked to the attention of the RFP Contact.

Contractors mailing proposals should allow normal mail delivery time to ensure timely receipt of their proposals by the RFP Coordinator. Contractors assume the risk for the method of delivery chosen. TRL assumes no responsibility for delays caused by any delivery service. Proposals may not be transmitted using facsimile transmission.

Late proposals will not be accepted and will be automatically disqualified from further consideration. All proposals and any accompanying documentation become the property of TRL and will not be returned.

## **Questions**

Proposers may submit written questions to the RFP Contacts until the deadline stated on page 1. TRL prefers questions be through e-mail only. Failure to request clarification of any inadequacy, omission, or conflict will not relieve the respondent of responsibilities under in any subsequent contract. It is the responsibility of the interested respondent to assure they receive responses to Questions if any are issued. Written questions received by interested parties by the deadline will be collectively answered and published in the form of an Addendum. It is not the standard practice of TRL to identify proposers who have submitted questions.

# Timberland Regional **Library**

## **Changes to the RFP**

TRL may make changes to this RFP if, in the sole judgment of TRL, the change will not compromise the objectives in this solicitation. Any change to this RFP will be made by formal written addendum issued by the RFP Contact and shall become part of this RFP.

TRL also reserves the right to cancel or to reissue the RFP in whole or in part, prior to execution of a contract.

## **Receiving Addenda and/or Question and Answers**

It is the obligation and responsibility of the Proposer to learn of addenda, responses, or notices issued by TRL. Some third-party services independently post TRL solicitations on their websites. TRL does not guarantee that such services have accurately provided all the information published by TRL.

All submittals sent to TRL may be considered compliant with or without specific confirmation from the Proposer that any and all addenda was received and incorporated into your response. However, TRL reserves the right to reject any submittal that does not fully incorporate Addenda that is critical to the project.

## **Proposal Submittal**

- Proposals must be received by TRL no later than the date and time on page 1 except as revised by Addenda.
- All pages are to be numbered sequentially, and closely follow the requested formats.
- The Proposer has full responsibility to ensure the response arrives at TRL within the deadline. A response delivered after the deadline may be rejected unless waived as immaterial by TRL given specific fact-based circumstances.

## **Proposer Responsibility to Provide Full Response**

It is the Proposer's responsibility to respond in a way that does not require interpretation or clarification by TRL. The Proposer is to provide all requested materials, forms, and information. The Proposer is to ensure the materials submitted properly and accurately reflect the Proposer's offering. During scoring and evaluation (prior to interviews if any), TRL will rely upon the submitted materials and shall not accept materials from the Proposer after the RFP deadline; this does not limit TRL's right to consider additional information (such as references that are not provided by the Proposer but are known to TRL, or past experience with the Proposer), or to seek clarifications as needed.

## **No Guaranteed Utilization**

TRL does not guarantee utilization of any contract(s) awarded through this RFP process. The solicitation may provide estimates of utilization; such information is for Proposer convenience and not a usage guarantee. TRL reserves the right to multiple or partial awards, and/or to order work based on organization needs. TRL may turn to other

# Timberland Regional **Library**

appropriate contract sources or supplemental contracts, to obtain these same or similar services. TRL solely may re-solicit for comparable consultant services as required. Use of such supplemental contracts does not limit the right of TRL to terminate existing contracts for convenience or cause.

## **Expansion Clause**

The contract limits expansion of scope and new work not expressly provided for within the RFP.

Expansion for New Work (work not specified within the original Scope of Work Section of this Agreement, and/or not specified in the original RFP as intended work for the Agreement) must comply with the following:

- New Work is not reasonable to solicit separately;
- Is for reasonable purpose;
- Was not reasonably known by TRL or contracted consultant at time of solicitation or was mentioned as a possibility in the solicitation (i.e. future phases of work, or a change in law);
- Is not significant enough to be regarded as an independent body of work;
- Would not attract a different field of competition; and
- Does not vary the identity or purpose of the Agreement. TRL may make exceptions for immaterial changes, emergency or sole source conditions, or other situations required. Certain changes are not subject to these limitations, such as additional phases of Work anticipated during solicitation, time extensions, and Work Orders issued on an On-Call contract. Expansion must be mutually agreed and issued by TRL through written Addenda. New Work performed before an authorizing Amendment may not be eligible for payment.

## **Right to Award to next ranked Proposer**

If a contract is executed resulting from this solicitation and is terminated within 90 days, TRL may return to the solicitation process to award to the next highest ranked responsive Proposer by mutual agreement with such Proposer. New awards thereafter are also extended this right.

## **Negotiations**

TRL may open discussions with the successful Proposer, to negotiate costs and modifications to align the proposal or contract to meet organization needs within the scope sought by the solicitation.

## **Effective Dates of Offer**

Solicitation responses are valid until TRL completes the award process. Should any Proposer object to this condition, the Proposer must object prior to the Q&A deadline on page 1.

# Timberland Regional **Library**

## **Cost of Preparing Proposals**

TRL is not liable for costs incurred by the Proposer to prepare, submit and present proposals, interviews and/or demonstrations.

## **Readability**

TRL's ability to evaluate proposals is influenced by the organization, detail, comprehensive material and readable format of the response.

## **Changes or Corrections to Proposal Submittal**

Prior to the submittal due date, a Proposer may change its proposal, if initialed and dated by the Proposer. No changes are allowed after the closing date and time.

## **Errors in Proposals**

Proposers are responsible for errors and omissions in their proposals. No error or omission shall diminish the Proposer's obligations to TRL.

## **Withdrawal of Proposal**

A submittal may be withdrawn by written request of the Proposer.

## **Rejection of Proposals**

TRL may reject any or all proposals with no penalty. TRL may waive immaterial defects and minor irregularities in any submitted proposal.

## **Incorporation of RFP and Proposal in Contract**

This RFP and Proposer's response, including promises, warranties, commitments, and representations made in the successful proposal once accepted by TRL, are binding and incorporated by reference in TRL's contract with the Proposer.

## **Independent Contractor**

The contracted consultant works as an independent contractor. TRL will provide appropriate contract management, but that does not constitute a supervisory relationship to the Consultant or Consultant staff. Consultant workers are prohibited from supervising TRL employees or from direct supervision by a TRL employee. Prohibited supervision tasks include conducting a TRL Employee Performance Evaluation, preparing and/or approving a TRL timesheet, administering employee discipline, and similar supervisory actions.

TRL will not provide space in the TRL offices for performance of this work.

## **Women and Minority Subcontracting**

In accordance with the legislative findings and policies set forth in chapter 39.19 RCW, the state of Washington encourages participation in all of its contracts by firms certified by the Office of Minority and Women's Business Enterprises (OMWBE). Participation may be either on a direct basis in response to this solicitation or on a subcontractor basis. However, no preference will be included in the evaluation of proposals, no minimum level

# Timberland Regional **Library**

of MWBE participation shall be required as a condition for receiving an award, and proposals will not be rejected or considered non-responsive on that basis. Any affirmative action requirements set forth in federal regulations or statutes included or referenced in the contract documents will apply.

The established annual procurement participation goals for MBE are 8 percent and for WBE, 4 percent, for this type of project. These goals are voluntary. Bidders may contact OMWBE at (866) 208-1064 to obtain information on certified firms.

## **Proprietary Materials/Public Disclosure**

Materials submitted in response to this competitive procurement shall become the property of TRL.

All proposals received shall remain confidential until the contract, if any, is signed by TRL and the apparent successful Contractor; thereafter, the proposals shall be deemed public records as defined in RCW 42.56, "Public Records."

Any information in the proposal that the Contractor desires to claim as proprietary and exempt from disclosure under the provisions of RCW 42.56 must be clearly designated. Under no conditions will pricing be considered confidential or proprietary. The page must be identified and the particular exception from disclosure upon which the Contractor is making the claim. Each page claimed to be exempt from disclosure must be clearly identified by the word "Confidential" printed on the lower right-hand corner of the page.

TRL will consider a Contractor's request for exemption from disclosure; however, TRL will make a decision predicated upon chapter 42.56 RCW. Marking the entire proposal exempt from disclosure will not be honored and may be grounds for rejecting the proposal. The Contractor must be reasonable in designating information as confidential. If any information is marked as proprietary in the proposal, such information will not be made available until the affected proposer has been given an opportunity to seek a court injunction against the requested disclosure.

A charge will be made for copying and shipping, as outlined in RCW 42.56. No fee shall be charged for inspection of contract files, but twenty-four (24) hours' notice to the RFP Coordinator is required. All requests for information should be directed to the RFP Coordinator.

## **Response Materials and Submittal**

Prepare your response as follows. Use the following format and provide all attachments. Failure to provide all information below may cause TRL to reject your response.

**1.1 Letter of interest (optional)**

**1.2 Legal Name:**

Submit a certificate, copy of web page, or documentation from the Secretary of State in which you incorporated that shows your company legal name. Many companies use a "Doing Business As" name or nickname in daily business; TRL requires the legal name for your company. When preparing all forms below, use the proper company legal name. Your company's legal name can be verified through the State Corporation Commission in the state in which you were established, which is often located within the Secretary of State's Office for each state. For the State of Washington, see:

<http://www.secstate.wa.gov/corps/>

**1.3 Technical Proposal:**

Where examples are indicated, please provide any necessary artifacts such as screen prints, descriptions, etc. in a manner suitable for viewing in electronic form and not requiring any specialized software. PDF documents are preferable. In the event that the respondent provides references as URLs, TRL will use current versions of IE, Chrome, Firefox, and Safari browsers on a variety of devices. TRL is not responsible for the availability of those resources at the time of scoring.

**Contractor must respond to each of the following questions.**

- A. **Research.** Provide at least one example of how information collected through stakeholder (end users of the site) engagement directly influenced the functional and visual design of a site that you have implemented in the prior 36 months.
- B. **Design.** Provide two examples of your work (URLs preferred) that you feel are a good representation of the type of visual and functional design that would be a good fit for TRL. What is the basis/aspects of these sites that make the approach a good fit?
- C. **Website.** Provide at least two examples of sites that you have implemented with a similar scale and function as the TRL website at **TRL.org**. Explain how the visual and functional design of the sites support the organizational objectives of the sites.
- D. **Catalog with Mobile App.** Include at least two examples of library catalog enhancements, implementations, or integration work completed. Identify ways in which the work improved services over the



# Timberland Regional **Library**

previous catalog. Prefer examples that include integration with SirsiDynix Symphony.

- E. **Events.** Include examples of event management, meeting room booking, and integration with the primary website and library catalog.
- F. **Search.** Describe or provide an example of how search functions within the site can be utilized to make it easy to find specific information across the many types of documents available on the site, catalog materials, events, and digital resources.
- G. **Accessibility.** Provide at least one example of a site of similar scope/scale you have implemented that is fully Section 508 ADA compliant. How was the site implemented and tested to meet this requirement? What aspects of the implementation contribute to maintaining compliance as content is added/updated by content authors?
- H. **Redirects.** Describe how you will ensure existing links returned by search will continue to work after the transition to the new site and that search engine rankings will not be negatively impacted by content potentially being entirely reorganized?

Describe how you will ensure a positive user experience for TRL customers arriving at the site using links that no longer exist under the new site.

- I. **Feedback.** Describe how you will iteratively solicit internal stakeholder feedback during the entire project lifecycle.
- J. **Development.** Describe your project management practices regarding iterative development and demonstration of incremental working product during the project.
- K. **Costs.** Provide itemized costs for implementation, software, staff training, and anticipated costs for any ongoing or future maintenance if that is an option.

## **Selection Process**

### **1. Initial Screening:**

TRL will review responses for responsiveness and completeness. Those found to include all required items will move on to the scoring phase.

### **2. Proposal Evaluation Criteria:**

TRL will evaluate proposals using the criteria below. Responses will be evaluated and ranked or scored.

<b>Background and References</b>	<b>15</b>
<b>Demonstration of Experience</b>	<b>20</b>
<b>Project Plan</b>	<b>40</b>
<b>Includes Website</b>	<b>25</b>
<b>Includes Library Catalog</b>	<b>25</b>
<b>Includes Event Management</b>	<b>15</b>
<b>Includes Email Newsletter Management</b>	<b>15</b>
<b>Additional Capabilities</b>	<b>15</b>
<b>Cost Proposal (including any annual subscription costs)</b>	<b>30</b>
<hr/>	
<b>Total Points</b>	<b>200</b>

### **3. Interviews:**

TRL may interview top ranked firms that are most competitive. If interviews are conducted, rankings of firms shall be determined by TRL, using the combined results of interviews and proposal submittals. Proposers invited to interview are to bring the assigned Project Manager named by the Proposer in the Proposal and may bring other key personnel named in the Proposal. The Proposer shall not bring individuals who do not work for the Consultant or are not on the project team without advance authorization by TRL.

### **4. References:**

TRL will contact one or more references and may also use references named or not named by the Proposer.

### **5. Selection:**

TRL will select the highest ranked Proposer(s) for award including the interview (if applicable) and written proposal.

### **6. Contract Negotiations:**

TRL may negotiate elements of the proposal as required to best meet the needs of the organization, with the apparent successful Proposer. TRL may negotiate any

aspect of the proposal or the solicitation.

## **7. Repeat of Evaluation:**

If no Consultant is selected at the conclusion of all the steps, TRL may return to any step in the process to repeat the evaluation with those proposals active at that step. TRL shall then sequentially step through all remaining steps as if conducting a new evaluation process. TRL reserves the right to terminate the process if no proposals meet its requirements.

**Award and Contract Execution**

TRL will provide timely notice of an intent to award to all Proposers responding to the RFP.

**Debriefs**

There will be no formal debrief for this RFP.

**Instructions to the Apparently Successful Proposer(s)**

The apparently successful Proposer(s) will receive an Intent to Award Letter from TRL after award decisions are made. The letter will include instructions for final submittals due prior to execution of the contract.