

REQUEST FOR PROPOSAL

MEETING ROOM AND EVENT MANAGEMENT SYSTEM |
BID NO. 2021.12.22

SNO-ISLE LIBRARIES
7312 35TH AVE NE, MARYSVILLE, WA 98271
WWW.SNO-ISLE.ORG

1. OVERVIEW

Sno-Isle Libraries is seeking a comprehensive online event scheduling software system that will allow the ability to reserve rooms for meetings and events, resource management, online reservation requests, and provides analysis of space utilization through reports and statistics. A cloud-based system (SAAS – Software as a Service) is preferred.

The successful Vendor will work directly with Sno-Isle Libraries District Managers, IT Management, and select Library staff for implementation and operationalization.

2. BACKGROUND

[Sno-Isle Libraries](#) is a two-county public library district as defined in Washington state law RCW Title 27 [Chapter 27.12](#) serving more than 800,000 residents in Snohomish and Island counties through 23 community libraries, mobile and online library services. The Library is headquartered at its administrative facility in Marysville, Washington.

The current incumbent for Events Management is BiblioEvents (running on Springshare), and the incumbent for Room Reservation is Communico. The Library seeks to improve usability, reduce redundancy, eliminate steps and the possibility for human error, double-booking of spaces, etc.

3. PROJECT DESCRIPTION AND SCOPE

Scope

The successful Vendor must provide a room and event management solution for all Sno-Isle Libraries. The Library seeks to implement an efficient room and event management system that has great usability for customers and staff. The solution should integrate well with our current systems and website with a budget of \$25,000 estimated annual costs.

Hosting

The successful Vendor will provide a cloud-based hosting solution that does not rely on local (the Library's servers) hosting.

General Requirements

The successful Vendor will provide:

- Dashboard-style account performance monitoring.
- 24-7 web-based access by Sno-Isle Libraries staff members and customers.
- Monthly reports available both by dashboard and email to designated Sno-Isle Libraries recipients.
- Ability to download reports in a readable format that includes all account content, and edited content.
- Ability to integrate with current ILS (Polaris).
- Have and provide access to system API for additional integrations preferred.
- Role-based access for Staff preferred.

- Ability for staff to reserve a room during event creation.
- Ability to modify event information after creation.
- Option for event registration.
- Option to add capacity requirements for events.
- Ability to require approval before publishing.
- Ability to send registration email to customer.
- Option to customize registration email to customer.
- Option to send update email for specific event to customer.
- Ability to see room availability before creating an event.
- Ability to create recurring booking for events.
- Ability to edit individual events in a recurring series.
- Ability to create private events.
- Ability for customers to reserve rooms from our website (integration).
- Ability for customers to manage reservations.
- Send customer confirmation emails when booking.
- Ability to customer registration and confirmation emails.
- Send customer a reminder email.
- Require customers to sign in using library card number to create reservations.
- Option to require staff to approve bookings.
- Option to limit customer bookings.
- Option to limit how far in advance customers can book.
- Option for calendar view of events.
- Organize rooms by library location.
- Specify capacity for rooms.
- Ability to configure SSO/SAML-based staff logins.
- Audit logs for all edits/changes.

Security

The successful Vendor must show compliance with Sno-Isle Libraries' vendor security requirements. Sno-Isle Libraries uses the Higher Education Community Vendor Assessment Tool (HECVAT) for this purpose (**Attachment A**). An alternative comprehensive third-party security assessment (e.g., SOC 2, SSAE 16, PCI DSS, ISO, CISPE, etc.) supporting documentation and findings may be submitted in place of the HECVAT as long as the alternative assessment is comparable to the HECVAT.

Customer Service and Support

The successful Vendor will provide:

- Alerts and prompt communication when there is disruption or any issues that would cause a lapse in service.
- Provided solution to remedy disruption within 72 hours.
- 99% "up time". "Up time" is defined as the time in which the service is in operation or actively accessible and operational.
- Advanced notice of planned service outages.
- Virtual training.
- Dedicated customer service and/or account representative.
- Consistent pre-planned meetings regarding account and customer service experience.
- Response to service requests and inquiries within 72 hours.

Current Accounts

Website: Sno-Isle Libraries currently operates this web domain: <https://www.sno-isle.org>.

4. TIMELINE

December 20, 2021	RFP Posted
December 27, 2021	Questions due by 12:00pm (PST)
January 3, 2022	Addenda issued (if necessary) by 5:00pm (PST)
January 10, 2022	Proposals due by 2:00pm (PST)
January 19-21, 2022	Interviews/Demos scheduled
January 28, 2022	Contract awarded

5. QUESTIONS REGARDING RFP

5.1 SUBMITTING QUESTIONS

Questions surrounding this RFP should be submitted via email to vendorsubmissions@sno-isle.org in accordance with **Section 4. Questions via telephone will not be accepted.** Responses will be provided via email and posted on our website (<http://www.sno-isle.org/vendor/current-projects>).

6. PROPOSAL

6.1 PROPOSAL CONTENTS

Sno-Isle Libraries is looking for succinct answers with relevant information. Please limit your Proposal to no more than seven (7) pages.

In keeping with Sno-Isle Libraries' environmental sustainability efforts, do not bind your Bid, nor include binders, report covers or unrequested indexing/divider pages. Use of recycled content paper is preferred.

6.1.1 Cover Letter

Please include the following: (1) a letter of interest signed by the firm principal with a statement of availability to complete the work; (2) the identification of the Proposer, including name, address, email address, telephone number and Unified Business Number (UBI); (3) the name, title, address, email and telephone number of contact person during period of Proposal evaluation; and (4) the signature of a person authorized to bind Proposer to the terms of this Proposal.

6.1.2 General Company Profile and Experience

Briefly provide general information about the firm's experience, capabilities, and length of time the firm has been in the business of performing work of a similar nature.

6.1.3 Professional Credentials of Key Staff

Please identify and list the functions of the key staff who will support this room and event management system. Briefly describe a summary of the professional credentials and experience of the staff who will work on this archiving service. Do not include lengthy resumes or vitae.

6.1.4 Project Approach

Describe how you will approach and meet the objectives listed above for room and event management. Provide links (preferred) or examples of services you have provided for similar clients.

6.1.5 Budget/Cost Scenarios

Provide a not-to-exceed \$25,000 annual budget amount with high-level details showing projected costs. Proposers may submit as many costs scenarios as desired. For each cost scenario, include related assumptions and explanatory comments. Summarize the costs and attach all details necessary to support the summarized costs. *Note: Cost Proposals must be all-inclusive and must include the hourly/daily rate, estimate number of hours/days to complete the project and a detailed estimate of all other costs, such as travel. No other monies will be paid for items omitted by the Proposer, unless requested and approved in advance in writing.*

6.1.6 References

Provide contact information for three references who can describe work you have done which is similar or related to the report we are seeking.

6.1.7 Higher Education Community Vendor Assessment Tool (HECVAT)

The security assessment is not criteria for the evaluation of proposals. However, contract acceptance is contingent on the Library's favorable review of the Vendor's security self-assessment (HECVAT). Complete the HECVAT vendor security assessment (HECVAT tab of **Attachment A**), or provide a comparable alternative security assessment (e.g., SOC 2, SSAE 16, PCI DSS, ISO, CISPE, etc.) supporting documentation and finding prior to contract implementation.

6.1.7 Signed Certifications and Assurances

Sign and submit the attached Certifications and Assurances as part of your Proposal (see **Attachment B**).

6.2 SUBMITTING A PROPOSAL

Proposals may be submitted via email (vendorsubmissions@sno-isle.org), mail, courier, or in-person. Proposals should be in writing and include links or attachments to materials which

support, validate or demonstrate the qualifications of the submitter. The format may be a Word or pdf document.

The deadline for submission/receipt is 2:00pm (PST), January 28, 2022.

Submit Proposal to:
Procurement Specialist
Sno-Isle Libraries
7312 35th Avenue NE
Marysville, WA 98271
vendorsubmissions@sno-isle.org

If you would like confirmation of receipt of the Proposal, please request via email at the time of submission.

Sno-Isle Libraries shall not be responsible for any costs incurred by the Proposer in preparing, submitting or presenting its response to the RFP.

All Proposals received after the designated time stated will not be considered.

6.3 MODIFICATION OF RFP

Sno-Isle Libraries reserves the right to “revise” or “amend” the RFP prior to the Proposal due date by “written addenda.”

7. EVALUATION PROCESS

Proposals will be evaluated based on the following criteria:

Possible Points: 100

- Firm Profile (including references) 5
- General Requirements listed 30
- Overall usability 25
- Budget/Costs Scenario(s) 35
- Adherence to Submittal Directions 5

Sno-Isle Libraries staff will conduct interviews via Microsoft Teams with finalist candidate(s). We expect to make a decision and discuss the final contract with the selected vendor by January 28, 2022.

7.1 PROCEDURE WHEN ONLY ONE BID IS RECEIVED

If Sno-Isle Libraries receives a single responsive, responsible Proposal, Sno-Isle Libraries shall have the right to conduct a price or cost analysis on such Proposal. The Proposer shall promptly provide all cost or pricing data, documentation and explanation requested by Sno-Isle Libraries to assist in such analysis.

By conducting such analysis, Sno-Isle Libraries shall not be obligated to accept the single Proposal. Sno-Isle Libraries reserves the right to reject such Proposal or any portion thereof.

7.2 REJECTION OF PROPOSALS

Sno-Isle Libraries reserves the right to request clarification of information submitted, and to request additional information from any Proposer. Sno-Isle Libraries reserves the right to reject any Proposal for any reason including, but not limited to the following: (1) any Proposal which is incomplete, obscure, irregular, or lacking necessary detail and specificity; (2) any Proposal which has any qualification, addition, limitation, or provision attached; (3) any Proposer who (in the sole judgement of Sno-Isle Libraries) lacks the qualifications or responsibility necessary to perform the work; (4) any Proposal for which a Proposer fails or neglects to complete and submit any qualifications information, and (5) any Proposal which is received after the deadline date and time.

7.3 PROTEST PROCEDURE

Protests may be made only by Proposers who submitted a response to this solicitation document. The Proposer is allowed two (2) business days to file a protest. Protests must be received by the Procurement Specialist no later than 8:00am on the third business day following the notification of intent to award a contract. Protests may be submitted by e-mail but must be followed by the document with an original signature.

Proposers protesting this procurement shall follow the procedures described below. Protests that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to Proposals under this procurement.

7.3.1 All protests must be in writing, addressed to the Procurement Specialist, and signed by the protesting party or an authorized Agent. The protest must state the RFP number, the grounds for the protest with specific facts and complete statements of the action(s) being protested. A description of the relief or corrective action being requested should also be included.

7.3.2 Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest on the part of an evaluator;
- Errors in computing the score;
- Non-compliance with procedures described in the RFP document or Sno-Isle Libraries' policy.

7.3.3 Protests not based on procedural matters will not be considered. Protests will be rejected as without merit if they address issues such as: (1) an evaluator's professional judgment on the quality of a proposal, or (2) Sno-Isle Libraries' assessment of its own and/or other agencies needs or requirements.

Upon receipt of a protest, a protest review will be held by Sno-Isle Libraries. Sno-Isle Libraries' Executive Director or an employee appointed by the Executive Director who was not involved in the procurement, will consider the record and all available facts and issue a decision within five (5) business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

In the event a protest may affect the interest of another Proposer that also submitted a proposal, such Proposer will be given an opportunity to submit its views and any relevant information on the protest to the Procurement Specialist.

The final determination of the protest as rendered by the Sno-Isle Libraries' Executive Director or employee appointed by the Executive Director shall:

7.3.4 Find the protest lacking in merit and uphold Sno-Isle Libraries' action; or

7.4.5 Find only technical or harmless errors in Sno-Isle Libraries' acquisition process and determine Sno-Isle Libraries to be in substantial compliance and reject the protest; or

7.4.6 Find merit in the protest and provide Sno-Isle Libraries options which may include:

- Correct the errors and re-evaluate all proposals, and/or
- Re-issue the solicitation document and begin a new process,
- Make other findings and determine other courses of action as appropriate.

If Sno-Isle Libraries determines that the protest is without merit, Sno-Isle Libraries may enter into a contract with the apparent successful Proposer. If the protest is determined to have merit, one of the alternatives noted in the preceding paragraph will be taken.

7.4 PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

All proposals received shall become the property of Sno-Isle Libraries and remain confidential until a contract, if any, resulting from this request is signed by the Director of Strategic Services. After a contract is signed, all Proposals received shall be deemed public records as defined in Chapter 42.56 of the Revised Code of Washington (RCW). Any information contained in the Proposal that is proprietary must be clearly marked or designated as "confidential" in order to be excluded from public records request responses. Only information designated under current state law statutes as appropriate for exclusion from public records exposure may be marked and treated as confidential.

7.5 ACCEPTANCE PERIOD

Proposals must provide 60 days for acceptance by Sno-Isle Libraries from the Proposal due date.

8. TERMS AND CONDITIONS

The successful Proposer will be required to sign a Contract with Sno-Isle Libraries. Sno-Isle Libraries will not sign any company's services agreement, contract or any other form of agreement. Sno-Isle Libraries reserves the right to extract certain language from a company's agreement and incorporate it into a Library contract, if mutually agreeable to both parties.

The Proposer, by submitting a response to this RFP, waives all right to protest or seek any legal remedies whatsoever regarding any aspect of this RFP.

Sno-Isle Libraries reserves the right to negotiate with the selected Proposer the exact terms and conditions of the contract agreement.

Sno-Isle Libraries is under no obligation to award this project to the Proposer offering the overall lowest fee or contract terms. Evaluation criteria, included in this document, shall be used in evaluating Proposals.

8.2 HOLD HARMLESS AND INDEMNIFICATION

The Contractor shall defend, indemnify and save harmless Sno-Isle Libraries, its officers, employees and agents from any and every claim and risk, including suits or proceedings for patent, trademark, copyright or franchise infringements, and all losses, damages, demands, suits, judgments and attorney fees, and other expenses of any kind, on account of all property damages of any kind, whether tangible or intangible, including loss of use resulting there from, in connection with the work performed under this Contract, or caused or occasioned in whole or in part by reason of the presence of the Contractor or its subcontractors, or their property, employees or agents, upon or in proximity to the property of Sno-Isle Libraries, or any other property upon which the Contractor is performing any work called for or in connection with this Contract, except only of those losses resulting solely from the negligence of Sno-Isle Libraries, its officers, employees and agents.

Should a court of competent jurisdiction determine that this agreement is subject to RCW 4.24.115, then in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Contractor and Sno-Isle Libraries, its members, officers, employees and agents, the Contractor's liability hereunder shall be only to the extent of the Contractor's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes Contractor's waiver of immunity under industrial insurance, Title 51 RCW, solely for the purpose of the indemnification. This waiver has been mutually negotiated by the parties.

If a lawsuit in respect to this hold harmless provision ensues, the Contractor shall appear and defend that lawsuit at its own cost and expense, and if judgment is rendered or settlement made requiring payment of damages by Sno-Isle Libraries, its officers, employees, agents and volunteers, the Contractor shall pay the same.

Thank you for considering this RFP and for the efforts you may undertake to submit a Proposal.

9. ATTACHMENTS

- **Attachment A:** HECVAT (Higher Education Community Vendor Assessment Tool)
- **Attachment B:** Certifications & Assurances Form