

**LOS ANGELES PUBLIC LIBRARY
BOARD REPORT**

March 26, 2026

TO: Board of Library Commissioners

FROM: John F. Szabo, City Librarian

SUBJECT: **APPROVAL TO RELEASE A REQUEST FOR PROPOSALS FOR A
NEW INTEGRATED LIBRARY SYSTEM**

A. RECOMMENDATIONS:

THAT the Board of Library Commissioners (Board):

1. Approve the release of a Request for Proposals (RFP), substantially in the form on file in the Board Office, for a new Integrated Library System (ILS).
2. Find, in accordance with Charter Section 1022, that it is more feasible to have this work performed by an independent contractor than by City employees.
3. Authorize the City Librarian and the City Attorney to make technical and clerical corrections, if needed, to the RFP.
4. Adopt the attached Resolution regarding the RFP for a New ILS.

B. FINDINGS:

1. The ILS is the backbone application for the entire library system and provides the following mission critical functions: basic circulation functions; bibliographic maintenance; acquisition of library materials; renewals of library materials; patron-placed holds; public access catalog; integration with third-party vendors for computer reservation system, self-checkout workstations, automated e-mails, telephonic notifications to patrons, provision of e-commerce, and collection services.
2. In 1993, the Library entered into an agreement with CARL Corporation to provide and maintain an ILS. In 2000, The Library Corporation (TLC) acquired the CARL Corporation, and then the Library entered into Contract No. 728 with TLC. On March 10, 2022, the Board approved Supplemental Agreement No. 2 to Contract No. 728 to allow TLC to continue to operate and maintain the ILS until a replacement system is found and implemented.
3. Library staff have now developed an RFP to find an experienced and qualified proposer to enter into a long-term agreement to provide the

necessary equipment and related services for a new ILS to meet the needs of the Library and patrons.

4. The Library does not have staff with the qualifications and experience to provide the professional and specialized services to provide and support an ILS for the Library. Therefore, in accordance with Charter Section 1022, it is more feasible to have the work performed by an independent contractor than by City employees
5. The term of the proposed agreement resulting in a successful RFP process will be for five years with three five-year options to renew at the sole discretion of the City Librarian, or designee. The selected contractor will develop and oversee a suitable replacement for the existing ILS and provide maintenance, upgrades and support services for the term of the proposed agreement.
6. Funds are available in the Library Contractual Services Account 3040 to compensate the selected contractor for services.
7. The Library is committed to providing an inclusive and robust outreach process for disadvantaged, marginalized, and local businesses and individuals. Our goal is to create a diverse pool of candidates to provide services and support to the Library and our patrons. We welcome and encourage submissions from a wide range of participants.
8. The RFP has been reviewed by the City Attorney and is ready to be released.

Attachments

Project Manager: Jené Brown, Director of Emerging Technology and Collections

Prepared by: Claudia Aguilar, Senior Management Analyst
Robert Morales, Senior Management Analyst (Retired)

Reviewed by: Madeleine M. Rackley, Library Business Manager
Susan Broman, Assistant City Librarian

LIBRARY RESOLUTION NO. 2026- (C-)

WHEREAS, the Integrated Library System (ILS) is the backbone application for the entire library system and provides the following mission critical functions: basic circulation functions; bibliographic maintenance; acquisition of library materials; renewals of library materials; patron-placed holds; public access catalog; integration with third-party vendors for computer reservation system, self-checkout workstations, automated e-mails, telephonic notifications to patrons, provision of e-commerce, and collection services;

WHEREAS, Library staff have developed an RFP to find an experienced and qualified proposer to enter into a long-term agreement to provide the necessary equipment and related services for a new ILS to meet the needs of the Library and patrons;

WHEREAS, on March 26, 2026, the Board approved the release of an RFP to solicit proposals from qualified entities for a new ILS; and,

WHEREAS, the term of the proposed contract resulting from the RFP process will be five years with three five-year options to renew at the sole discretion of the City Librarian, or designee.

THEREFORE, RESOLVED, that the Board adopts the recommendations and findings of the City Librarian's Board Report and approves the release of the RFP for a new ILS; and,

FURTHER RESOLVED, that the Board authorizes the City Librarian and the City Attorney to make technical and clerical corrections, if needed, to the RFP.

This is a true copy:

Lynda Achi
Secretary to the Board
Adopted by the following votes:

AYES:
NOES:
ABSENT:

**CITY OF LOS ANGELES
LOS ANGELES PUBLIC LIBRARY**

**REQUEST FOR PROPOSALS
RFP NO. 44-043**

**FOR A NEW
INTEGRATED LIBRARY SYSTEM**

CITY OF LOS ANGELES
LOS ANGELES PUBLIC LIBRARY
630 W 5th Street
Los Angeles, CA 90071

Web: <https://www.lapl.org>

**CITY OF LOS ANGELES
LOS ANGELES PUBLIC LIBRARY
REQUEST FOR PROPOSALS (RFP)**

FOR A NEW INTEGRATED LIBRARY SYSTEM

DATE RFP ISSUED: MARCH 31, 2026

TITLE: RFP No. 44-043
For a New Integrated Library System

DESCRIPTION: THE CITY OF LOS ANGELES LIBRARY DEPARTMENT (Los Angeles Public Library, LAPL, or Library) is seeking a qualified entity to develop and implement a new Integrated Library System (ILS) and provide support services.

The Library is committed to providing an inclusive and robust outreach process for disadvantaged, marginalized, and local businesses and individuals. Our goal is to create a diverse pool of candidates to provide services and support to the Library and our patrons. We welcome and encourage submissions from a wide range of participants.

ELIGIBILITY TO APPLY: Proposers must have a minimum of five years of experience developing and implementing an Integrated Library System for large municipal library systems (similar to the size of the Los Angeles Public Library) and be prepared to provide examples of solutions the proposer has completed for other library systems - See Section C.2 ("Proposer's Qualifications and Experience") of this RFP.

WEBSITE ADDRESS: www.rampla.org
Proposers must register at the Regional Alliance Marketplace for Procurement (RAMP) website (www.rampla.org) before they can access the RFP and updates.

PLEASE NOTE: PROPOSERS MUST BOOKMARK THE OPPORTUNITY ON RAMP (IN THE UPPER RIGHT CORNER OF THE OPPORTUNITY) TO RECEIVE UPDATES OF ADDENDA AND QUESTION & ANSWER POSTINGS.

Proposers should review the RAMP FAQ section at: www.rampla.org/s/support

TERM: Five years with three five-year options to renew at the discretion of the City Librarian or designee.

KEY DATES AND SUBMISSION: All times listed in this RFP are Pacific Standard Time (PST).

Mandatory Pre-Proposal
Conference:

April 29, 2026, at 10:00 a.m.
Virtual Conference via Zoom

RSVP by April 28, 2026 at 5:00 p.m.
Details available on Section E.1 of this RFP

Proposal Due:

June 7, 2026 at 11:59 p.m.
All revisions will be posted as an addendum on
www.rampla.org

Submission E-mail Address:

laplbids submissions@lapl.org

RFP Administrator:

Deirdre Gomez
Email: dgomez@lapl.org

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ATTACHMENTS

- A. Standard Provisions for City Contracts (Rev. 1/25 [v.2])
- B. Sample Contract for a New Integrated Library System
- C. Electronic Signature Policy 03/20
- D. Specifications Response

EXHIBITS

(All Exhibits will be found on www.rampla.org)

- E.1 Declaration of Non-Collusion Affidavit (must be notarized)
- E.2a Contractor Responsibility Ordinance (CRO) Questionnaire
- E.2b CRO Pledge of Compliance
- E.3 Certification Regarding Compliance with the Americans with Disabilities Act Form
- E.4 Certification of Compliance with Child Support Obligations Form
- E.5 City of Los Angeles Contract History Form
- E.6 City of Los Angeles Residence Information Form
- E.7 Municipal Lobbying Ordinance – Bidder Certification CEC Form 50
- E.8 Restrictions on Campaign Contributions and Fundraising in City Elections – Prohibited Contributors – Bidders CEC Form 55
- E.9 Iran Contracting Act of 2010 Affidavit
- E.10 Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) Sample Affidavit – Online Submission
- E.11 Disclosure Ordinances Sample Affidavit – Online Submission
- E.12 Business Inclusion Program (BIP) Walkthrough Manual - **WAIVED**
- E.13a Local Business Preference Program (LBPP)
- E.13b LBPP Certification Information
- E.14a Living Wage Ordinance (LWO) Employee Information Form (Form LW-6)
- E.14b LWO Subcontractor Information Form (Form LW-18)
- E.14c LWO Exemption Application (Form LW-10)
- E.14d LWO Small Business Exemption Application (Form LW-26)
- E.14e LWO 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28)
- E.14f LWO Non-Coverage Determination Application (Form OCC/LW-29)
- E.15 Insurance Requirements and Instructions (*For information only at this time – Not required for submission of proposal*)
- E.16 Request for Taxpayer Identification Number and Certification (IRS Form W-9)
- E.17 Report of Independent Contractor(s) (Form DE 542) - Sample
- E.18 Non-Resident Withholding Allocation Worksheet (Form 587) – Sample
- E.19 Non-Resident Withholding Waiver Request (Form 588) – Sample
- E.20 Non-Resident Reduced Withholding Request (Form 589) - Sample
- E.21 Withholding Exemption Certificate (Form 590) – Sample

A. PURPOSE OF REQUEST FOR PROPOSALS

1. Introduction

The Library is issuing this Request for Proposals (RFP) to select an experienced and qualified entity to develop and implement a new Integrated Library System (ILS) and provide support services for the Library.

The ILS is the backbone application for the entire library system and provides mission critical functions, which include, but are not limited to: basic circulation functions; bibliographic maintenance; acquisition of library materials; renewals of library materials; patron-placed holds; public access catalog; integration with third-party vendors for computer reservation system, self-checkout workstations, automated e-mails, telephonic notifications to patrons, provisions of e-commerce, and collection services. Proposers are encouraged to provide any additional information about their built-in system functionalities in their proposals which may be included in the proposed contract.

2. About the Los Angeles Public Library

Our libraries are vibrant community centers with programs that turn young children into life-long readers, inspire teens to set career goals, and help adults enrich their lives. Annually, more than 15 million people visit our libraries and participate in more than 2,000 programs, borrowing more than 25 million items from the collections of print, downloadable books, music, films and other items. During the pandemic when our libraries were shuttered, we provided services via our Library-To-Go service and held nearly 6,000 virtual programs with approximately 80,000 attendees.

In Fiscal Year (FY) 2024-25 the Library served a population of 3.897 million, the collection size was 6,200,490 volumes, and there were 2,500,652 active cardholders. The Library’s collection saw 27,545,327 circulations in FY 2024-25, and annual visits to our website exceeded 16 million. The current ILS in use is CARL X and CARL Discovery by TLC.

Through its Central Library and 72 branch libraries and website (www.lapl.org), LAPL provides free and easy access to information, ideas, books and technologies that enrich, empower and connect every individual in our City’s diverse communities.

3. Current ILS Information Table

The details specified below provide data related to the Library’s current Integrated Library System and are meant as informational only.

LAPL CURRENT ILS INFORMATION TABLE		
1	Current ILS System	TLC / CARL-X
2	Registered Cardholders	2,500,652
3	Library Sites	73
4	FY 24/25 Circulation	27,545,327
5	FY 24/25 Site Visits by Patrons	6,555,180
6	Titles in Bibliographic Database	3,399,943

7	Call Numbers in Database	3,399,434
8	Barcoded Items in Database	6,200,490
9	Authority Database Records	1,461,760
10	Serial Records	71,800
11	Government Publications	67,388
12	Languages Represented in Collection	31 in Collection (Actively purchasing in material in 16 languages)
13	Self-check-out Machines	60
14	Public Workstations/OPACs	1,322
15	Staff Workstations	1,454
16	Library Website	https://lapl.org
17	Materials Handling System	TechLogic AMH System
18	PC & Print Management	TBS System, My PC, D-Tech
19	PC Reservation	TBS, MyPc
20	Databases	Vendors who authenticate via SIP2: LinkedInLearning and Tutor.com. All other database vendors authenticate via EZ Proxy
21	Patron Authentication	SIP2 and EZ Proxy
22	Digital Asset Management Platform	N/A
23	eBook/eAudiobook Vendors	Vendors who authenticate via SIP2: OverDrive, hoopla, Kanopy, SimplyE, BiblioBoard, PressReader, Vlume, Freegal, ComicsPlus. All other digital media vendors authenticate via EZ Proxy
24	Acquisitions (FY 24/25) Vendors Orders Funds (Accounts)	<ul style="list-style-type: none"> * 6 vendors (with multiple accounts) set up for EDI ordering—1,746 total vendor entries in current ILS * 38,498 titles / 233,824 copies ordered FY 2024-25 * 328 funds (accounts) are currently listed in ILS

25	SIP2 Connections	94 SIP2s in CARL.X Admin Client
26	RFID Tagged Materials	We use RFID tags at two locations—the Popular Library department at the Central Library and the Silver Lake Branch. Approximate collection sizes are 40K (Popular Library) and 65K (Silver Lake).
27	Item Barcode Information	Item barcodes are 14 digits long and begin with the number string “37244.”
28	Patron Barcode Information	Active patron barcodes are currently 14, 12, or 10 digits long and begin with the number string “27244,” prefix SSC, CCARD, ECARD, DCARD or BCARD. LAPL needs flexibility to create new patron barcode lengths, prefixes, and new borrower types.

Requests from proposers for additional information should be requested prior to the Mandatory Pre-Proposal Conference (See Section E.1 of this RFP for date, location and time).

B. SUMMARY OF SCOPE OF WORK

The selected contractor(s) will work directly with the Library's Project Manager to provide a new complete ILS for the Library which should include:

Discovery Layer:

The discovery layer is a system that uses the information and indexing of the ILS to search and access the Library's physical collections, databases, and other electronic resources to enable users to retrieve information across the Library's various resources.

The Library desires a modern high-end product that provides the most advanced capabilities. The proposed discovery layer should serve Library users effectively and efficiently and enhance the overall library experience. The proposed system should:

- a. Utilize advanced search algorithms and techniques to help users quickly and easily locate resources;
- b. Offer a range of customization options to tailor the experience to the Library's specific needs and user preferences;
- c. Provide a user-friendly interface that simplifies the process of searching and locating resources across the Library's collection;
- d. Utilize data analytics and reporting tools to monitor user behavior, predict trends, and adjust collections and services accordingly.

Back-End Systems:

The back-end systems are systems that the contractor, Library staff, or Information Technology staff operate to provide Library resources and materials via an online catalog interface, streamline operations, manage administrative and financial tasks, and provide a seamless user experience.

The specifications of the ILS for the Library are provided in Section C.6 ("Specification Requirements") and Attachment D ("Specifications Response") of this RFP.

Contractual Requirements:

The following will be contractual requirements which proposers may address in their submitted proposals.

1. Data Export

By submitting a proposal in response to this RFP, proposers agree to the following conditions: Upon the expiration or earlier termination of the contract, proposer shall provide City with electronic copies of the data collected and recorded (if any). Data format will be agreed upon by both the City and the proposer, but at a minimum, data records will be provided in ASCII comma separated value (CSV) format, with binary images in TIFF, JPG or PDF format.

2. Date Ownership

The City of Los Angeles retains for itself ownership and rights of ownership to all data entered into or maintained by the ILS. Proposer acknowledges that City retains ownership and rights of ownership to all of its data. Proposer shall not, without the written consent of

the City, copy or use such records, except to carry out contracted work, and will not transfer such records to any other party not involved in the performance of the contract

3. Work Schedule

The selected contractor will work the hours that meet the demands of the project. The schedule of the selected contractor(s) will be discussed with the Project Manager as the project tasks and activities are developed.

4. Work Site

The selected contractor(s) will be provided work space on an as-needed basis in the Central Library facility at 630 W. Fifth Street, Los Angeles, CA, 90071, to perform the requested duties, hold meetings with staff and the public, and ensure the timely development and implementation of an ILS.

C. CONTENTS OF THE SUBMITTED PROPOSAL

Individuals or firms interested in providing an ILS to the Library must submit a response to the following:

1. Cover Letter

Proposers shall provide a cover letter introducing the proposing entity which summarizes key points of the proposal, provides a detailed description of the organization, and is signed by the person or persons authorized to bind the proposer to all commitments made in the proposal. The cover letter should also include the title, address, telephone number, email address, and other contact information of the person or persons authorized to represent the proposing entity. The cover letter should not exceed three pages.

If a proposing entity is a consortium, joint venture, partnership, or team, its proposal must establish that all contractual responsibility rests solely with one proposer or legal entity.

2. Proposer's Qualifications and Experience

Proposers must have a minimum of five years' experience developing and implementing an integrated system for large municipal library systems (similar to the size of the Los Angeles Public Library).

Proposers shall provide a description of such qualifications and experience, including the names and titles of the organizational principals in charge and key project members, and a general description of meeting the minimum experience requirement.

Proposers shall include a detailed description of the work, the dates the work commenced and ended, and the contact information for the organizations (i.e., contact name, telephone number, address, email address). The Library will use this information as references.

Proposers shall include information in which to determine the capabilities to provide services/support and delivery.

Proposers shall clearly label this section in their submission. Proposals that do not meet this requirement will be deemed non-responsive.

3. Work Plan

Proposers shall provide a proposed work plan to develop and implement an ILS, including a timeline of milestones. The work plans shall include timetables for the development and integration processes.

4. Proposed Fees

Proposers shall provide a list of fees to meet the specification requirements in Section C.6 ("Specification Requirements") of this RFP to develop and implement an ILS for the Library. The schedule should include any licenses and maintenance required, support services to be provided subsequent to the implementation of an ILS, and ongoing upgrades through the term of the contract and possible exercising of the renewal options.

5. ILS Demonstration

-Not to be submitted with the Proposal-

The Library Evaluation Panel will review the proposals and may request that the proposer provide an in-person or virtual demonstration of the proposed ILS. The dates will be

provided at a later time. Demonstrations should include innovative features including the incorporation of Artificial Intelligence (A.I.) technologies. Proposers are also highly encouraged to include customer journey maps in their demonstrations to show the system's functionalities and capabilities.

6. Specification Requirements

Proposers shall provide responses as requested below and shall complete and submit Attachment D ("Specifications Response") of this RFP.

Proposers shall provide a narrative description of how their system satisfies these requirements. The narrative description shall be divided into sections that are responsive to each of the requirements and selection criteria as listed in Items No. 6.1 through 6.22 below.

Proposers shall complete and submit Attachment D as part of their proposal submission.

A response of "No" to any of the Mandatory criteria items listed on Attachment D may disqualify the entire proposal from further consideration.

6.1 General Systems and IT

This section covers functional requirements that apply to all aspects of the proposed ILS.

- a. Proposer shall provide a narrative overview of the technical requirements and service delivery options available for the ILS.

This narrative shall include: a description of the ILS's database architecture; a description of the Library's ILS maintenance obligations to keep the ILS functioning properly in the context of a contractor-hosted or SaaS computing environment; a description of the minimum hardware and software requirements to run the ILS on Library staff computers; a description of any data storage limits inherent to the ILS (maximum number of patron records, maximum number of bibliographic records, etc.); a description of the general architecture of the proposed application (e.g. Web [preferred], 2-tier, etc.).

See Attachment D (Section D.1 / General Systems and IT)

6.2 Service Level Requirements

Proposers shall warrant and maintain an acceptable standard of service level to be provided to LAPL throughout the duration of any resulting contract.

- a. Proposer shall provide a description of the controls to be implemented to ensure the following standards are met:
 - Service availability (uptime).
 - Incident management and prioritized ticket handling processes.
 - Ongoing data backup schedules.
 - Infrastructure redundancy and disaster recovery provisions.

- Commensurate credits for failure to attain Service Level standards and Service Level customer reporting standards.

See Attachment D (Section D.2 / Service Level Requirements)

6.3 Circulation Module

- a. Proposer shall describe how a Library staff member would use the circulation module to accomplish tasks related to the circulation desk. This description shall include: creating library card records, checking out and returning materials, placing holds for users, placing materials in transit and receiving materials from other Library departments and branches, and processing fee payments.

See Attachment D (Section D.3 / Circulation Module)

6.4 Online Public Access Catalog (OPAC) / Public Interfaces

In the online environment, patrons interact with LAPL via the OPAC, the Library website, and the Library's mobile app.

- a. Proposer shall provide a narrative overview of all public interfaces that are included in the proposal. This narrative shall include: the traditional OPAC; Discovery Layers; mobile apps; and, any other tools that facilitate public access to Library collections and services. The narrative should address the following functionalities:
 - ADA compliance.
 - Customer reading history (searchable).
 - Ability to share catalog information on social media.
 - Ability to display catalog interface in various languages.
 - Auto-suggest feature.
 - Weighted searching/surfacing of relevant titles
 - Series searching.
 - Roll-ups (single bibliographic record with multiple formats attached)
 - Ability for customer to save searches.
 - Ability for customer to request push notifications for new titles/authors/series.
 - Ability for customer to create curated lists.
 - Ability for staff to create curated lists.
 - Title recommendations based on reading history and how they are generated.
 - Customizable views.
 - Mobile responsive catalog.
 - Integration with third-party vendor services.
 - A suggestion-tracking module to help LAPL efficiently and equitably manage patron suggestions.
 - An online catalog, central to the patron experience, featuring integrated e-content and curated lists of award winners and bestsellers.
 - Seamless integration with the Library's new website and Integrated Library System.

- User Privacy Standards and Notices
- b. Proposer shall highlight features that set the proposed interface(s) apart from those of your competition. Please detail the options the Library has to control how bibliographic records, and which MARC fields, display in the public catalog, staff curation tools, patron title recommendation functionality, and any innovative features including the incorporation of A.I. technologies.

See Attachment D (Section D.4 / OPAC / Public Interfaces)

6.5 Staff Client Search Capabilities

The proposed solution shall provide a public search interface that is intuitive and powerful. The search algorithms responsible for search results must be optimized to provide both high precision and high recall.

- a. The proposer shall provide a narrative description of the search tool's features and unique capabilities. This narrative shall include which fields are indexed for searching.

See Attachment D (Section D.5 / Staff Client Search Capabilities)

6.6 Cataloging

The cataloging module must fully support both original and copy cataloging.

- a. Proposer shall describe the general processes by which bibliographic records are created from scratch, imported into the ILS (via vendor provided records, Z39.50 sources, etc.), and modified by trained catalogers.
- b. Proposer shall describe size limitations, if any, on bibliographic records.
- c. Proposer shall describe how records for electronic resources (such as e-books) licensed from third-party vendors may be made discoverable in the Library's online catalog.
- d. Proposer will list languages that the cataloging module supports.

See Attachment D (Section D.6 / Cataloging)

6.7 Authority Control

- a. Proposer shall provide a description of maintenance services for authority files included in the proposal.

See Attachment D (Section D.7 / Authority Control)

6.8 Item Records

- a. Proposer shall describe what kind of item information is tracked in the ILS (date created, last checkout date, total charges, etc.) and how that information is linked to bibliographic records.
- b. Proposer shall describe any limits on the number of items that may be attached to a single bibliographic record.
- c. Proposer shall describe what happens to the bibliographic record when deleting a last copy.

See Attachment D (Section D.8 / Item Records)

6.9 Patron Notices

The proposed ILS platform must provide a notification system that alerts patrons about the status of their account, holds, and checkouts.

- a. Proposer shall list and describe the types of notices that can be automatically generated and sent to patrons (overdue notices, courtesy reminders, hold pick-up notices, billing notices, etc.).
- b. Proposer shall describe the type of notices available (email, telephone, SMS) and text formatting options available in the system.

See Attachment D (Section D.9 / Patron Notices)

6.10 Patron Financial Information

The Library must maintain accurate records of monies owed by patrons, as well as payments made by patrons.

- a. Proposer shall describe the ILS's ability to retain patron-related financial information (such as lost item replacement fees paid/owed) for a period of time specified by the Library.

See Attachment D (Section D.10 / Patron Financial Information)

6.11 Acquisitions

- a. Proposer shall provide an overview of how orders are created, transmitted by EDI or creation of purchase order file, confirmed via EDI, managed, received and tracked by staff.
- b. Proposer shall provide an overview of how invoices are received via EDI or manually entered into the ILS, approved and archived.

- c. Proposer shall describe functionality that would allow the Library to consolidate material selections from multiple selector staff members into a single order for transmission to a vendor.
- d. Proposer shall describe what limits, if any, there are on the number of funds, vendors, purchase orders or invoice records permitted in the ILS.

See Attachment D (Section D.11 / Acquisitions)

6.12 Serials

- a. Proposer shall describe how serial check-in records are created and modified in the proposed ILS including a description of options for setting predicted publication frequency and how invoices are associated.
- b. Proposer shall briefly list and describe the search terms available in the serials staff interface and describe how claim reports for issues/volumes not received are generated.

See Attachment D (Section D.12 / Serials)

6.13 Reports

The proposed ILS must be able to provide detailed reports on all aspects of the ILS (acquisitions, circulation, cataloging, etc.) including statistical information as well as reports that modify records in batches. A high-level library system analysis tool that can be used by executive and administrative staff for decision-making purposes shall also be included in the proposal.

See Attachment D (Section D.13 / Reports)

6.14 Support, Maintenance and Updates

- a. Proposer shall provide an overview of customer support services that are included in the proposal, and what level of technical support is provided as part of the annual maintenance fees.
- b. Proposer shall describe how reported problems are handled from intake to resolution; what is the maximum guaranteed response and resolution time for reported incidents; commensurate service credits for failure to meet incident response and resolution times; how often updates are scheduled; and, if there are any procedures Library staff must follow to complete routine updates.
- c. Proposer shall describe the make-up and governance of the user group, including any email or listserv provided through this group.
- d. Proposer must provide the minimum advance notice provided to the Library when scheduled maintenance or upgrades will impact Library operations.

See Attachment D (Section D.14 / Support, Maintenance and Updates)

6.15 Data Migration and ILS Implementation

- a. Proposer shall provide an overview, with draft timeline and notable milestones, of the process by which the data in the current ILS will be extracted, processed as necessary, and migrated to the proposed ILS solution with minimal impacts on Library operations and patron services.
- b. Proposer shall describe the User Acceptance Testing process that will determine the satisfactoriness of the newly implemented ILS. Factors to be evaluated will include: transaction speed under normal conditions, module functionality, data integrity, and ILS reliability.
- c. Proposer shall additionally describe how Library staff will be trained to use the new ILS software by the go-live date.

See Attachment D (Section D.15 / Data Migration and ILS Implementation)

6.16 Training

Integrated Library Systems are complex applications and continuous and ongoing training must be provided to Library staff.

- a. Proposer shall describe what training will be provided to Library staff during the initial implementation of the ILS.
- b. Proposers shall describe what training will be provided for new Library staff throughout the term of the proposed agreement.
- c. Proposers shall describe what training will be provided to Library staff throughout the term of the proposed agreement when changes, modifications, or upgrades are implemented.

See Attachment D (Section D.16 / Training)

6.17 Interoperability / APIs

- a. Proposer shall describe the ways in which the proposed ILS supports data interchange with other information systems.
- b. Proposer shall describe an Application Programming Interface (API), if available, and indicate if it is provided as part of the Proposed Fees or if inclusion would require any additional fees.
- c. Proposer shall describe any additional fees associated with interchange protocols (NCIP, SIP2, etc.) supported by the proposed ILS.

See Attachment D (Section D.17 / Interoperability / APIs)

6.18 Licensing Model and Pricing Conditions

- a. Proposer shall clearly indicate the nature of the ILS solution's licensing model (e.g. Named User, Concurrent User, Flat Subscription, or some other volume-base volumetric, e.g. transactions, or unlimited 'enterprise' style licensing). All potential chargeable costs and additional payment triggers should be described.
- b. Proposers should also clearly describe the circumstances and thresholds (if any) under which the Library may become liable for overage costs (e.g. exceeding bandwidth, storage, transactions, volume of data in bytes, number of files, or number of characters).
- c. Proposer must confirm the process for transferring licensing to other Library employees (e.g. in the event that a Library employee leaves the organization).

6.19 Hosting and Security Certifications

- a. Proposer will describe application and server environment security and describe certified information security management system.
- b. Proposer will also describe vulnerability and penetration testing and its frequency.
- c. Proposer will describe how they will meet current and future security protocols for SSA and/or MFA

6.20 Accessibility

Proposer will indicate whether software meets at a minimum WCAG 2.1 AA or latest requirements and will provide a current, product-specific VPAT based on WCAG 2.1, including an explanation of any known accessibility limitations and plans to address them.

6.21 Future Vision

Proposer will describe future development plans, including any innovative features including the incorporation of A.I. technologies. Any A.I. innovation is subject to approval from the City's Information Technology Agency. The proposer shall not use the Library's data to improve their A.I. data model nor sell them to third parties.

6.22 Additional Information

Proposer may provide additional information regarding the ILS development, implementation and support services proposed for the Library.

D. MANDATORY CITY SUBMITTAL REQUIREMENTS AND COMPLIANCE DOCUMENTS

Proposals must include the completed compliance documents required by Items 1 through 14, else the proposal may be deemed non-responsive.

1. Declaration of Non-Collusion Affidavit

In accordance with Section 10.15(d) of the Los Angeles Administrative Code, each proposal must include an affidavit by the proposer that (i) such proposal is genuine and not a sham or collusion, or made in the interest or on behalf of any person, firm, or corporation not herein named; (ii) the proposer has not directly or indirectly induced or solicited any other proposer to submit a sham proposal or directly or indirectly induced or solicited any other person, firm, or corporation to refrain from submitting a proposal; and, (iii) the proposer has not sought by collusion to secure for themselves an advantage over any other proposer.

Instructions: Proposers shall complete and include a signed and **notarized** “Declaration of Non-Collusion” Affidavit (Exhibit E.1) with the proposal. No other form will be accepted.

2. Contractor Responsibility Ordinance (CRO)

Proposers are advised that any contract awarded pursuant to this proposal process shall be subject to the provisions of Los Angeles Administrative Code Section 10.40 et seq., Contractor Responsibility Ordinance (CRO). This requires that a determination be made by the City, via the CRO Questionnaire, that prospective contractors are responsible and capable of fully performing the requested work before a contract is awarded.

Proposers may refer to PSC-31 (“Contractor Responsibility Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 1/25] [v.2]”) of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration website for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: Proposers shall complete and include both the Contractor Responsibility Ordinance Questionnaire (Exhibit E.2a) and the Pledge of Compliance Form (Exhibit E.2b) with the proposal.

3. Certification Regarding Compliance with the Americans with Disabilities Act (ADA) Form

The City requires that contractors and subcontractors that perform work for the City shall comply with the requirements of the Americans with Disabilities Act (ADA), a federal civil rights law designed to ensure equal access, full inclusion, and participation for people with disabilities or impairments. In addition, the State of California has its own disability rights law, codes, and regulations.

Under both federal and state laws, people with disabilities or impairments are entitled to full and equal access to places of public accommodation, transportation carriers, lodging, recreation and amusement facilities, and other business establishments where the general public is invited.

Proposers may refer to Section PSC-30 (“Access and Accommodations”) of Attachment A (“Standard Provisions for City Contracts [Rev. 1/25] [v.2]”) of this RFP for additional information.

Instructions: Proposers shall complete and include the Certification Regarding Compliance with the Americans with Disabilities Act Form (Exhibit E.3) with the proposal.

4. Certification of Compliance with Child Support Obligations Form

In accordance with Los Angeles Administrative Code Section 10.10 et seq., contractors and subcontractors performing work for the City must comply with all reporting requirements and wage and earning assignment orders and acknowledge the City's cooperation with efforts to collect legally mandated child support.

Proposers may refer to Section PSC-27 ("Child Support Assignment Orders") of Attachment A ("Standard Provisions for City Contracts [Rev 1/25] [v.2]") of this RFP for additional information.

Instructions: Proposers shall complete and include the Certification of Compliance with Child Support Obligations Form (Exhibit E.4) with the proposal.

5. City of Los Angeles Contract History Form

On July 21, 1998, the Los Angeles City Council passed a resolution requiring that all proposed contractors supply in their proposal a list of all City of Los Angeles contracts held by the proposer, or any affiliated entity, during the preceding ten years. If the proposer has held no City of Los Angeles contracts during the preceding ten years, this must be stated on the form.

Instructions: Proposers shall complete and include the City of Los Angeles Contract History Form (Exhibit E.5) with the proposal.

6. City of Los Angeles Residence Information Form

The Los Angeles City Council, in consideration of the importance of preserving and enhancing the economic base and well-being of the City, encourages businesses to locate to or remain within the City of Los Angeles.

To that end, on January 7, 1992, the Los Angeles City Council adopted a motion that requires proposers to state their headquarters address as well as the percentage of their workforce residing in the City of Los Angeles.

Instructions: Proposers shall complete and include the City of Los Angeles Residence Information Form (Exhibit E.6) with the proposal.

7. Municipal Lobbying Ordinance

The City's Municipal Lobbying Ordinance No. 169916 requires certain individuals and entities to register with the City Ethics Commission and requires public disclosure of certain lobbying activities, including money received and spent.

Additionally, for construction contracts, public leases, or licenses of any value and duration; and goods or services contracts with a value greater than \$25,000 and a term of at least three months, each proposer must submit with its proposal a certification, on a form prescribed by the City Ethics Commission (CEC Form 50), that the proposer acknowledges and agrees to comply with the disclosure requirements and prohibitions established in the Los Angeles Municipal Lobbying Ordinance, if the proposer qualifies as a lobbying entity.

A copy of CEC Form 50 may be found at the following website:

<https://ethics.lacity.org/forms/>

Instructions: Proposers shall complete and include the Bidder Certification CEC Form 50 (Exhibit E.7) with the proposal.

Note: Should proposer use an electronic signature for CEC Form 50, the document must be signed via software that is accepted by the City and the Library (i.e., DocuSign or Adobe) (See Attachment C of this RFP, “Electronic Signature Policy [03/20]”).

8. Restrictions on Campaign Contributions and Fundraising in City Elections

Under Los Angeles City Charter Section 470(c)(12), proposers for contracts projected to be worth \$100,000 or more and that require City Council approval may not make campaign contributions to any elected City official, candidate for elected City office, or City Committee controlled by an elected City official or candidate. Contributions are prohibited throughout the proposal process and through the resulting contract.

Proposers and their principals that meet the criteria stated above must register with the City Ethics Commission. To do so, each proposer must submit with its proposal a certification, on a form prescribed by the City Ethics Commission (CEC Form 55). By doing so, the proposer acknowledges and agrees to comply with the requirements and prohibitions established in the Los Angeles City Charter.

In addition, any subcontractor who is projected to perform at least \$100,000 worth of work on the contract is required to adhere to the same requirements. Said subcontractors and their principals must be notified by the proposer of the City Charter requirements and prohibitions and must be included on Schedule B of CEC Form 55.

A copy of CEC Form 55 may be found at the following website:

<https://ethics.lacity.org/forms/>

Proposers may refer to PSC-37 (“Restrictions on Campaign Contributions and Fundraising in City Elections”) of Attachment A (“Standard Provisions for City Contracts [Rev 1/25] [v.2]”) of this RFP for additional information.

Instructions: Proposers that meet the criteria stated above shall complete and include the Prohibited Contributors – Bidders CEC Form 55 (Exhibit E.8) with the proposal.

Note: Should proposer use an electronic signature for CEC Form 55, the document must be signed via software that is accepted by the City and the Library (i.e., DocuSign or Adobe) (See Attachment C of this RFP, “Electronic Signature Policy [03/20]”).

9. Iran Contracting Act of 2010

In accordance with California Public Contract Code Sections 2200-2208, proposers submitting proposals for, entering into, or renewing contracts with the City of Los Angeles for \$1 million or more of goods and services are required to complete, sign, and submit the “Iran Contracting Act of 2010” Compliance Affidavit (Exhibit E.9).

Proposers may refer to PSC-36 (“Iran Contracting Act”) of Attachment A (“Standard Provisions for City Contracts [Rev. 1/25] [v.2]”) of this RFP for additional information.

Proposers may also visit the State of California Department of General Services, Office of Policies, Procedures and Legislation (OPPL) website for additional information and forms regarding this matter: www.dgs.ca.gov/pd/Resources/PDLegislation.aspx

Instructions: Proposers shall complete and include the Iran Contracting Act of 2010 Affidavit (Exhibit E.9) with the proposal **only if** the proposal is for \$1 million or more of goods and services.

10. Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) (Online Submission)

Equal Benefits Ordinance (EBO)

Proposers are advised that any contract awarded under this RFP process shall be subject to the applicable provisions of the Equal Benefits Ordinance (EBO) (Los Angeles Administrative Code Section 10.8.2.1).

Proposers shall complete and submit the combined Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO) Affidavit onto the City of Los Angeles' Regional Alliance Marketplace for Procurement (RAMP) website at www.rampla.org, which shall be valid for a period of three years from the date it is first uploaded. Proposers do not need to submit supporting documentation with their proposals. However, the City may request supporting documentation to verify that the benefits are provided equally as specified on the Equal Benefits Ordinance Affidavit.

Proposers may refer to PSC-26 ("Mandatory Provisions Pertaining to Non-Discrimination in Employment") of Attachment A ("Standard Provisions for City Contracts [Rev. 1/25] [v.2]") of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration website for additional information, forms and documents:

<https://bca.lacity.org/ordinances>

First Source Hiring Ordinance (FSHO)

Proposers are advised that any contract awarded under this RFP process shall be subject to the applicable provisions of the First Source Hiring Ordinance (FSHO) (Los Angeles Administrative Code Sections 10.44, et seq).

Proposers shall complete and submit the combined Equal Benefits Ordinance / First Source Hiring Ordinance (FSHO) Affidavit onto the RAMP website at www.rampla.org, which shall be valid for a period of three years from the date it is first uploaded. Proposers do not need to submit supporting documentation with their proposals. However, the City may request supporting documentation to verify information provided on the First Source Hiring Ordinance Affidavit.

Proposers may refer to PSC-34 ("First Source Hiring Ordinance") of Attachment A ("Standard Provisions for City Contracts [Rev. 1/25] [v.2]) of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions:

Proposers shall complete and upload the combined Equal Benefits Ordinance (EBO / First Source Hiring Ordinance (FSHO) Affidavit available on RAMP prior to submission of the proposal. Exhibit E.10 is a sample affidavit. The RAMP website may be found at: www.rampla.org.

Instructional information for uploading this document is provided at:

https://www.rampla.org/resource/1709679555000/RAMP_Download_Templates_Instructions

11. Disclosure Ordinances Affidavit (On-Line Submission)

Proposers are advised that any contract awarded under this RFP process shall be subject to the applicable provisions of both the Slavery Disclosure Ordinance (SDO) (Los Angeles Administrative Code Section 10.41) and the Disclosure of Border Wall Contracting Ordinance (DBWCO) (Los Angeles Administrative Code Section 10.50).

Proposers may refer to PSC-33 (“Slavery Disclosure Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 1/25] [v.2]”) of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents:

<https://bca.lacity.org/ordinances>

Instructions: Proposers shall complete and upload the Disclosure Ordinance Affidavit available on RAMP prior to submission of the proposal. Exhibit E.11 is a sample affidavit. The RAMP website may be found at: www.rampla.org.

Instructional information for uploading this document is provided at:

https://www.rampla.org/resource/1709679555000/RAMP_Download_Templates_Instructions

12. Business Inclusion Program Requirements

WAIVED, NOT APPLICABLE FOR THIS RFP

13. Local Business Preference Program

This RFP is subject to the policies and requirements established by Ordinance No. 187121 and Los Angeles Administrative Code Section 10.25, et seq. The Local Business Preference Program (LBPP) aims to increase opportunities for local businesses and, encourage local businesses to locate and operate in Los Angeles County (County). To be eligible for participation in this program, proposers must submit a LBPP affidavit on the RAMP website: www.rampla.org

Proposers may refer to Exhibit E.13a and Exhibit E.13b of this RFP for additional information. Proposers may also refer to PSC-35 (“Local Business Preference Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 1/25] [v.2]”) of this RFP for additional information.

Instructions: Proposers who wish to apply for a Local Business Preference shall complete the LBPP affidavit available on RAMP (www.rampla.org), and both upload it to RAMP prior to the proposal due date, as well as include a copy of the completed affidavit with the proposal.

14. Living Wage Ordinance (LWO) and Worker Retention Ordinance (WRO)

Unless approved for an exemption by the Department of Public Works Bureau of Contract Administration, contractors shall comply with the provisions of the Living Wage Ordinance (LWO) (Los Angeles Administrative Code Section 10.37 et seq.) and Worker Retention Ordinance (WRO) (Los Angeles Administrative Code Section 10.36 et seq.).

It is the responsibility of proposers and contractors to understand their responsibilities and obligations under the LWO and WRO.

Proposers may visit the website of the Department of Public Works Bureau of Contract Administration for additional information, exemption forms and information, and other applicable forms and documents: <https://bca.lacity.org/ordinances>

Proposers may also refer to PSC-28 (“Living Wage Ordinance”) and PSC-29 (“Service Contractor Worker Retention Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 1/25] [v.2]”) of this RFP for additional information.

Instructions: Proposers shall complete and include the Employee Information Form LW-6 (Exhibit E.14a) and the Subcontractor Information Form LW-18 (Exhibit E.14b) with the proposal.

LWO Exemption:

Proposers who believe that they meet the criteria for exemption shall complete and submit the appropriate application form with the proposal.

Exemption Application Forms:

- (a) Exemption Application (Form LW-10) (Exhibit E.14c)
- (b) Small Business Exemption Application (Form LW-26) (Exhibit E.14d)
- (c) 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28) (Exhibit E.14e)
- (d) Non-Coverage Determination Application (Form OCC/LW-29) (Exhibit E.14f)

THE PROPOSER AWARDED A CONTRACT BY THE BOARD OF LIBRARY COMMISSIONERS WILL BE REQUIRED TO COMPLY WITH ITEMS 15 THROUGH 26 DURING THE TERM OF THE CONTRACT.

15. City’s Insurance Requirements

The selected contractor(s) shall not commence work under any contract with the City until all insurance required under this section of this RFP has been obtained and approved by the City.

At its own expense, the selected contractor(s) and any of its subcontractors shall procure and maintain at least the minimum insurance required by Exhibit E.15 for the term of the contract, including any extensions.

Proposer shall purchase policies of general liability and worker's compensation from

companies authorized to transact business in the State of California by the Insurance Commissioner. The required insurance must be filed with City Administrative Office, Risk Management through the City's website, www.kwikcomply.org. No work may be performed pursuant to the proposed contract resulting from this RFP until the specified documents have been approved by the City Administrative Officer, Risk Management Section.

Proposers may refer to PSC-23 ("Insurance") and PSC-Exhibit 1 ("Insurance Contractual Requirements") of Attachment A ("Standard Provisions for City Contracts [Rev. 1/25] [v.2]") of this RFP for additional information.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must submit the required insurance prior to the execution of the contract.

16. Business Tax Registration Certificate (BTRC)

In accordance with the City of Los Angeles Municipal Code Section 21.03, persons and entities engaged in business with the City of Los Angeles are required to register and pay required taxes and apply for and obtain a Business Tax Registration Certificate (BTRC) from the Office of Finance.

The Office of Finance's Tax and Permits Division has sole authority in determining a firm's tax requirements and in issuing a BTRC or Business Tax Exemption Number. Accordingly, a firm's current BTRC or Business Tax Exemption Number must be clearly shown on all invoices submitted to the City for payment. The proposer, in submitting this proposal, acknowledges and accepts the above requirements and recognizes that, should a contract be awarded, no invoice will be processed for payment without inclusion of the BTRC or Business Tax Exemption Number.

Proposers may refer to PSC-15 ("Current Los Angeles City Business Tax Registration Certificate Required") of Attachment A ("Standard Provisions for City Contracts [Rev. 1/25] [v.2]") of this RFP for additional information. Proposers may find additional information and forms at the following Office of Finance website: <https://finance.lacity.org>

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must provide a BTRC prior to the execution of a contract.

17. Federal Employer Identification Number

The Internal Revenue Service (IRS) requires the Library to report all payments to an independent consultant or business whenever payments exceed \$600 per calendar year.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit an IRS Form W-9 (Exhibit E.16) to provide a Federal Employer ID number or Social Security number prior to the execution of a contract.

18. Contractor Evaluation Program

At the end of the contract, the City will conduct an evaluation of the selected contractor's performance. The City may also conduct evaluations of the selected contractor's performance during the term of the contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on several criteria, including the

quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the contractor assigns to the contract. Any contractor who receives a “Marginal” or “Unsatisfactory” rating will be provided with a copy of the final evaluation and allowed an opportunity to respond. The City will use the final evaluation and any response from the contractor to evaluate proposals and to conduct reference checks when awarding other contracts.

Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: *No Submission Required.*

19. Contractors’ Use of Criminal History for Consideration of Employment Applications (Ordinance No. 184653)

Any contract awarded pursuant to this RFP will be subject to the Contractors’ Use of Criminal History for Consideration of Employment Applications Ordinance (Los Angeles Administrative Code Section 10.48). The Ordinance provides, among other things, that contractors/subcontractors with at least 10 employees: 1) are prohibited from seeking a job applicant’s criminal history information until after the job offer is made; 2) must post Contractors’ Use of Criminal History for Consideration of Employment Applications Ordinance information in conspicuous places at worksites; and, 3) cannot withdraw a job offer based on an applicant’s criminal history unless a link has effectively been made between the applicant’s criminal history and the duties of the job position.

Proposers may refer to PSC-38 (“Contractors’ Use of Criminal History for Consideration of Employment Applications”) of Attachment A (“Standard Provisions for City Contracts [Rev. 1/25] [v.2]”) of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents:

<https://bca.lacity.org/ordinances>

Instructions: *No Submission Required.*

20. Non-Discrimination / Equal Employment / Affirmative Action Plan

Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of the Non-Discrimination Clause (Los Angeles Administrative Code Section 10.8.2).

Proposers awarded contracts for which the consideration is \$1,000 or more shall comply with the provisions of the Equal Employment Practices Provisions (Los Angeles Administrative Code Sections 10.8.3). By affixing its signature on a contract that is subject to the Equal Employment Practices Provisions, the contractor shall agree to adhere to the provisions in the Equal Employment Practices Provisions for the duration of the contract.

Proposers awarded contracts for which the consideration is \$25,000 or more shall comply with the provisions of the Affirmative Action Program Provisions (Los Angeles Administrative Code Section 10.8.4). By affixing its signature on a contract that is subject to the Affirmative Action Program Provisions, the contractor shall agree to adhere to the provisions in the Affirmative Action Program Provisions for the duration of the contract.

Furthermore, contractors shall include these provisions in all subcontracts awarded for work to be performed under the contract and shall impose the same obligations on the contractors. A copy of the subcontract shall be made available to the Bureau of Contract Administration, Office of Contract Compliance upon request.

Proposers may refer to PSC-26 ("Mandatory Provisions Pertaining to Non-Discrimination in Employment") of Attachment A ("Standard Provisions for City Contracts [Rev. 1/25] [v.2]") of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents:

<https://bca.lacity.org/ordinances>

Instructions: *No Submission Required.*

21. Contractor Data Reporting

Proposers are advised that any contract awarded pursuant to this competitive process shall be subject to Executive Directive 35.

If a proposer is selected and awarded a contract, and if the contractor is a for-profit company or corporation, then the contractor shall, within 30 days of the effective date of the contract and on an annual basis thereafter (i.e., within 30 days of the anniversary of the effective date of the contract), report the following information to the City via the RAMP website or via another method specified by City: The annual revenue of contractor and any subcontractor, number of employees, location, industry, race/ethnicity and gender of majority owner ("contractor/subcontractor Information"). On an annual basis, the contractor shall further request that any subcontractor input or update its business profile, including the contractor/subcontractor information, on RAMP or via another method prescribed by the City.

Proposers may refer to PSC-44 ("Contractor Data Reporting") of Attachment A ("Standard Provisions for City Contracts [Rev. 1/25] [v.2]") of this RFP for additional information.

Instructions: *No Submission Required.*

22. Report of Independent Contractor(s)

Any business that is required to file a federal form 1099-MISC for service performed by an independent contractor must submit this document (Form DE 542). It is the responsibility of the contractor to read the instructions at edd.ca.gov and provide the correct form.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit Report of Independent Contractor(s) (Form DE 542), if applicable. A sample of the form is provided (Exhibit E.17).

23. Non-Resident Withholding Allocation Worksheet

This document (Form 587) is used to determine if withholding is required by the selected contractor and the amount of California source income is subject to withholding. Withholding is not required if the selected contractor is a resident or has a permanent place of business in California. It is the responsibility of the contractor to read the instructions at ftb.ca.gov and submit the correct form.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit the Non-Resident Withholding Allocation Worksheet (Form 587), if applicable. A sample of the form is provided (Exhibit E.18).

24. Non-Resident Withholding Waiver Request

This document (Form 588) is used to request a waiver from withholding on payments of California source income to non-resident payees. It is the responsibility of the contractor to read the instructions at ftb.ca.gov and submit the correct form.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit the Non-Resident Withholding Waiver Request (Form 588), if applicable. A sample of the form is provided (Exhibit E.19).

25. Non-Resident Reduced Withholding Request

This document (Form 589) is used to request a reduced withholding on payments of California source income to non-resident payees. It is the responsibility of the contractor to read the instructions at ftb.ca.gov and submit the correct form.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit the Non-Resident Reduced Withholding Request (Form 589), if applicable. A sample of the form is provided (Exhibit E.20).

26. Withholding Exemption Certificate

This document (Form 590) is required if income or franchise tax on payments of California source income is made to nonresidents of California. It is the responsibility of the contractor to read the instructions at ftb.ca.gov and provide the correct form.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit the Withholding Exemption Certificate (Form 590), if applicable, and provide an IRS tax exemption letter. A sample of the form is provided (Exhibit E.21).

Proposers are strongly advised to read Attachment A (“Standard Provisions for City Contracts [Rev. 1/25] [v.2]”) and Attachment B (“Sample Contract”) of this RFP to understand other terms and conditions of a contract with the Library.

E. PROPOSAL SUBMISSION AND REQUIREMENTS

Proposals shall be submitted in accordance with the requirements of this RFP.

1. Mandatory Pre-Proposal Conference

A Mandatory Pre-Proposal Conference will be conducted to provide an overview of the RFP. To obtain the greatest benefit from the meeting, proposers are strongly encouraged to attend with their direct supervisory personnel/critical project team members (in lieu of business development or sales personnel).

At the Library's discretion, participation in the Mandatory Pre-Proposal Conference may be accomplished by Zoom. Questions may be submitted prior to the conference to Deirdre Gomez at dgomez@lapl.org. Any questions related to the RFP received prior to the Mandatory Pre-Proposal Conference will be addressed during the conference. They will later be posted online on the City's website www.rampla.org. Additional questions received after the conference must be submitted 14 days prior to the due date of the proposal, as listed on www.rampla.org, by 11:59 p.m. to dgomez@lapl.org and will be posted on www.rampla.org.

Mandatory Pre-Proposal Conference will be held as follows:

Registration in advance is required for this meeting.

Topic: RFP 44-043 for a New Integrated Library System
Mandatory Pre-Proposal Conference

When: **April 29, 2026, at 10:00 a.m.**

To RSVP: <https://forms.gle/2fvNUvYQFGX7HhRB7>

Please RSVP by **April 28, 2026 at 5:00 p.m.** by completing the Google form at the link provided above. After registering, you will receive a confirmation email containing information about joining the meeting.

2. Submission Requirements

Proposals must be submitted electronically and shared with the Library through Google Drive as follows:

2.1 Electronic Submission

- a. Proposers shall create a Google Account or use their pre-existing Google Account to submit their proposals.
- b. All documents must be in a single Portable Document Format (PDF) file that has been converted into a searchable file using Optical Character Recognition.
- c. Proposers shall upload the proposal document to their Google Drive.
- d. Proposers shall share the Google Drive proposal document with the following Library email addresses:
 - laplbids submissions@lapl.org

- contracts@lapl.org
- dgomez@lapl.org

- e. Do not password protect the proposal document.
- f. The proposal must include all items stated in Section H (“Proposer Checklist”) of this RFP.
- g. The sections within the proposal document shall be in the order as listed in Section H (“Proposer Checklist”) of this RFP.
- h. Documents requiring signatures shall conform to the “Electronic Signature Policy [03/20]” as stated in Attachment C of this RFP.
- i. Proposers are responsible for ensuring that their proposal document is not compressed, does not contain a virus or malware, is not corrupted, and is able to be opened. The Library may reject proposals that do not meet these requirements.
- j. Library staff shall provide a notice of receipt within two business days of receipt of the electronically-submitted proposal. It is highly recommended that proposers contact the RFP Administrator listed in Section G.11 of this RFP if a receipt is not received within two business days.
- k. Proposers are solely responsible for ensuring that their proposals have been received before the deadline as electronic transmissions are inherently unreliable. Proposers bear all risks associated with the electronic transmission of their proposal, including delays, system failures, and other technical issues.

2.2 Proposal Due Date / Time

- a. The Library reserves the right to revise the submission due date. Any revisions to the due date or time shall be posted on RAMP (www.rampla.org).
- b. Proposers are encouraged to submit proposals prior to the due date and time.

Proposal Due Date: June 7, 2026

Proposal Due Time: 11:59 p.m.

2.3 Submission Responsiveness

- a. Failure to meet the requirements of this RFP may be cause for disqualification of the proposal.
- b. The Library reserves the right to deem a proposal non-responsive if the Library is unable to determine which documents constitute a complete and appropriate response to the RFP.

- c. The Library reserves the right to seek clarification from a proposer to determine responsiveness.
- d. Proposals should not include unnecessary promotional material and should be as succinct as possible.

3. Responsibility for Timely Submission of Proposal

Proposers are solely responsible for ensuring that the Library receives a complete proposal, including all attachments, before the deadline.

4. Acceptance of Terms and Conditions

Submission of a proposal pursuant to this RFP shall constitute acknowledgement and acceptance of the terms and conditions set forth herein, including the Standard Provisions for City Contracts [Rev. 1/25] [v.2]” (Attachment A). All or portions of this RFP and the contents of the proposal submitted by the successful proposer may become contractual obligations if a contract is awarded. Failure of the successful proposer to accept these obligations may result in cancellation of the award.

5. Withdrawal by Proposer

A proposer may withdraw its proposal provided that the request is in writing, signed by an authorized representative, and is received by the Library prior to the proposal deadline date. Once submitted, the proposals shall be subject to acceptance by the City for a period of ninety days. Except as previously stated, no proposer may withdraw its proposal, except with the written consent of the Library.

6. The City’s Right to Reject Proposals and Withdraw the RFP

The Library reserves the right to reject any and all proposals. Notwithstanding any other provisions of this RFP, the Library also reserves the right to withdraw this RFP at any time without prior notice.

7. Scope of Content

Proposals shall be based only on material contained in the RFP, responses to timely questions submitted by proposers, any addenda thereto, and other materials published by the Library relating to the RFP. Proposers shall disregard any previous draft materials and oral representations that may have been obtained by the proposer.

F. EVALUATION AND SELECTION PROCESS

1. Proposal Responsiveness

To be considered responsive to this solicitation, proposers must submit completed responses to all items requested in this RFP, including completion and submission of the City's mandatory compliance documents. An incomplete or missing response may result in the rejection of the proposal. Proposals which, at the discretion of the Library, are incomplete, non-responsive, or non-compliant with content or format requirements may be disqualified without further consideration, and will not be evaluated by the evaluation panel.

The Library reserves the right to conduct investigations with respect to the qualifications of each proposer and any information contained in its proposal.

2. Proposal Evaluation

A panel of City staff and subject-matter experts ("evaluation panel") will evaluate the proposals based on the evaluation criteria noted below. The evaluation panel may, at its sole discretion, request additional information, conduct interviews, and solicit presentations. Following any such requests, interviews, and oral presentations, the panel will score proposals in each criterion and rank the proposals accordingly.

3. Evaluation Criteria

The evaluation panel's determination and recommendations will serve as a basis for a report from the City Librarian to the Board of Library Commissioners, recommending an award of a contract.

Evaluation Criteria	Max Points Possible
Cover Letter (Based on Response from Section C.1 of this RFP).	Pass / Fail
Compliance with Specifications Response (Based on Attachment D of the RFP).	Pass / Fail
Proposer's Qualifications and Experience (Based on Section C.2 of this RFP).	20
Work Plan (Based on Section C.3 of this RFP)	15
Proposed Fees (Based on Section C.4 of this RFP).	25
Proposed Service / Support and Delivery Capabilities (Based on Responses from Section C.6 of this RFP)	40
Maximum Points - Total	100

4. Award

The Library will notify all proposers of the determinations of the evaluation panel, including its contract award recommendation. The evaluation panel's determinations and recommendation will serve as a basis for a report from the City Librarian to the Board of Library Commissioners, recommending the highest-ranking proposer to be selected for the award of the contract. The Board of Library Commissioners will consider the City Librarian's recommendation during a public Board meeting and may accept or reject the recommendation in making its decision as to the proposer selection, if any, stating publicly the reasons for its action.

G. GENERAL CONDITIONS

1. Acceptance and Disposition of Proposals

The Library reserves the right to reject any and all proposals. The Library also reserves the right to waive any minor administrative irregularities contained in any proposal, when to do so would be in the best interest of the City and pursuant to Los Angeles City Charter Section 371 (c): **“The City shall reserve the right to reject any and all bids or proposals and to waive any informality in the bid or proposal when to do so would be to the advantage of the City.”**

Failure of the proposer to submit the above-required documents with their proposal, to provide all of the information required by the RFP, or to furnish direct and complete answers to RFP prompts may render the proposal non-responsive and result in its rejection.

It is the intent of the Library to award a contract or contracts in a form approved by the City Attorney. The RFP and the proposer’s proposal, or any part thereof, may be incorporated into and made part of the contract. The Library reserves the right to further negotiate the terms and conditions of the contract. The Library reserves the right to withdraw this RFP, to reject any proposal for non-compliance with RFP provisions, or not to award a contract altogether due to unforeseen circumstances or if it is determined to be in the best interest of the Library.

2. Public Records Act

All proposals submitted in response to this RFP shall become the property of the Library and will be a matter of public record, subject to the State of California Public Records Act (CPRA) (California Government Code Sections 6250 et seq.). If the proposer claims any information in the proposal to be exempt from disclosure under the CPRA, the proposer must do the following:

A. Identify in writing all copyrighted material, trade secrets, and other proprietary information that the proposer claims to be exempt from disclosure under the CPRA. Any proposer claiming such exemption must identify the specific provision of the CPRA that provides an exemption from disclosure for each item that the proposer claims is not subject to disclosure. Failure to include this identifying information shall be deemed a waiver of any exemption claim.

Exempt information must be specifically identified. Mere use of headers, footers, or other labels bearing designations such as “confidential,” “proprietary,” or “trade secret” on all or nearly all of a proposal is not acceptable and shall be deemed a waiver of any exemption claim as to the designated material.

B. By submitting a response to this RFP, the proposer agrees to be bound by the following language:

The proposer agrees to indemnify the City and its officers, employees, and agents and hold them harmless from any claim or liability and will defend any suits, claims, and causes of action brought against the City for its refusal to disclose to a requestor information that is or that the proposer claims to be copyrighted, a trade secret(s), or otherwise protected from disclosure.

Proposer's obligations under this provision include, but are not limited to, all attorney's fees (both in house and outside counsel), costs of litigation incurred by the City and its attorneys (including all actual costs incurred by the City, not merely those costs recoverable by a prevailing party, and including costs of experts and consultants), as well as all damages or liability of any nature whatsoever arising out of any such suits, claims, and causes of action brought against the City, through and including any appellate proceedings. Proposer's obligations to the City under this indemnification provision shall be due and payable on a monthly, on-going basis within thirty days after each submission to proposer of the City's invoices for all fees and costs incurred by the City, as well as all damages or liability of any nature.

C. Be prepared to submit a second copy of the proposal in which all information claimed to be exempt from disclosure has been redacted.

3. RFP Revisions

Any revision made to this RFP will be posted as an addendum to the RFP at www.rampla.org.

4. Transfers, Joint Ventures, and Use of Subcontractors

Proposers shall not, without written consent of the Library, assign, hypothecate, or mortgage any terms in a contract with the City or sublease or license any portion of the work. Any attempted assignment, hypothecation, mortgage, sublease, or license without consent of the Library shall render a contract null and void. Each and all conditions herein contained to be performed by proposer shall be binding on any consented transferee thereof.

5. Alternatives

Proposers shall not change any wording in the RFP or associated documents. Any explanation or alternatives offered shall be submitted in a letter attached to the front of the proposal's documents. Alternatives that do not substantially meet the Library's requirements cannot be considered. Proposals offered subject to conditions or limitations may be rejected as non-responsive.

6. Proposal Errors

Proposer is liable for all errors or omissions incurred by proposer in preparing the proposal. Proposers will not be allowed to alter proposal documents after the due date for submission.

The Library reserves the right to make corrections or amendments due to errors identified in a proposal by the Library or the proposer. This type of correction or amendment may only be allowed for errors in typing or transposition. All changes must be coordinated in writing with and authorized by the RFP Administrator identified in Section G.11 of this RFP.

7. Interpretation and Clarifications

The Library will consider prospective recommendations or suggestions regarding any requirements before the Mandatory Pre-Proposal Conference. All recommendations or suggestions must be in writing and submitted to the RFP Administrator identified in Section G.11 of this RFP. The Library reserves the right to modify requirements of any RFP if it is in the best interest of the Library.

8. Protest of RFP, Bidding Process, or Proposed Award

Should a proposer object on any ground to any provision or legal requirement set forth in the RFP, or any addendum to the RFP, the proposer must submit a protest within seven calendar days after the RFP or addendum is issued.

Protests based on alleged apparent improprieties in a bid process shall be submitted before bid opening or the closing date for receipt of proposals.

Protests of procedural and technical issues must be submitted within seven calendar days of the transmission of the e-mailed notice of the contract award recommendation.

At a minimum, the protest must include a written document with the following information:

- Name, address, and telephone number of the protesting party.
- Title and number of this RFP.
- Detailed statement of the legal and factual grounds of the protest, including copies of all relevant documents, reference to the specific portion(s) of the documents that form the basis of the protest, and a description of resulting prejudice to the protester.
- Request for a ruling from the Library and statement of the form of relief requested.

The protest and attached documentation must be submitted to the following address by **certified mail or personal delivery**:

Claudia Aguilar, Assistant Business Manager
Los Angeles Public Library
630 West Fifth Street
Los Angeles, CA 90071

The Board of Library Commissioners, or its designee, shall make a final determination with respect to the protest and, if applicable, shall award or reject the contract accordingly. The decision of the Board, or designee, shall be final.

The procedure and time limits set forth in this section are mandatory and are the proposers' sole and exclusive remedy in the event of a protest. Failure by a party originating a protest to comply with these procedures shall constitute a waiver of any right to further pursue the protest, including by filing a Government Code claim or through other legal proceedings.

9. Cost of Proposal Preparation

The Library is not responsible for any costs incurred by the proposer for preparing and submitting proposals in response to this RFP.

10. Americans with Disabilities Act

As covered under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its proposal, programs, services and activities. If an individual with a disability requires accommodations to attend a Pre-Proposal Conference, please contact the RFP Administrator identified in Section G.11 of this RFP at least five working days prior to the scheduled event.

11. Contact for Information / RFP Administrator

For answers to questions relating to the content of this RFP, proposers must submit written questions at least 14 days prior to the due date and time of the proposal, as listed on www.rampla.org. via email to:

Deirdre Gomez
Los Angeles Public Library
E-mail: dgomez@lapl.org

The Library shall be the sole judge of whether a response is required for any question. Questions and answers will be posted on www.rampla.org as an addendum to the RFP. Any oral communication between a proposer and a City employee is not binding on the Library or the City of Los Angeles.

Note that this section does not concern protests, which must be submitted pursuant to the requirements and deadlines of Section G.8 of this RFP.

12. Standard Provisions for City Contracts

All contracts entered into as a result of this RFP are subject to the Standard Provisions for City Contracts (Rev. 1/25 [v.2]) which are included as Attachment A of this RFP.

H. PROPOSER CHECKLIST – COMPLETED CHECKLIST IS REQUIRED WITH SUBMISSION

Proposers are to complete and submit a copy of this Proposer Checklist with the proposal, which must contain the following items to be found responsive to this RFP:

Section	Form / Document Description	Exhibit No.	Initial
RFP C.1	Cover Letter – Signed	--	
RFP C.2	Proposer's Qualifications and Experience	--	
RFP C.3	Work Plan	--	
RFP C.4	Proposed Fees	--	
RFP C.5	Do Not Submit Until Requested by Library	--	
RFP C.6	Specification Requirements	--	
Attachment D	Specifications Response	--	
RFP D.1	Declaration of Non-Collusion Affidavit (<u>Must be Notarized</u>)	Exhibit E.1	
RFP D.2	Contractor Responsibility Ordinance (CRO) Questionnaire	Exhibit E.2a	
RFP D.2	CRO Pledge of Compliance	Exhibit E.2b	
RFP D.3	Certification Regarding Compliance with the Americans with Disabilities Act (ADA) Form	Exhibit E.3	
RFP D.4	Certification of Compliance with Child Support Obligations Form	Exhibit E.4	
RFP D.5	City of Los Angeles Contract History Form	Exhibit E.5	
RFP D.6	City of Los Angeles Residence Information Form	Exhibit E.6	
RFP D.7	Bidder Certification CEC Form 50	Exhibit E.7	
RFP D.8	Prohibited Contributors – Bidders CEC Form 55	Exhibit E.8	
RFP D.9	Iran Contracting Act of 2010 Affidavit (If Applicable)	Exhibit E.9	
RFP D.10	Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) – Online Submission	Exhibit E.10	
RFP D.11	Disclosure Ordinances – Online Submission	Exhibit E.11	
RFP D.12	Business Inclusion Program (BIP) Walkthrough Manual - WAIVED	Exhibit E.12	
RFP D.13	Local Business Preference Program (LBPP) - Info Only, do not submit with proposal	Exhibit E.13a	
RFP D.13	Local Business Preference Program (LBPP) Certification Information (If applicable and application has been submitted on LARAMP, note with initials.)	Exhibit E.13b	

RFP D.14	Living Wage Ordinance (LWO) Employee Information (Form LW-6)	Exhibit E.14a	
RFP D.14	LWO Subcontractor Information (Form LW-18)	Exhibit E.14b	
RFP D.14	LWO Exemption Application (Form LW-10) – If applying for exemption	Exhibit E.14c	
RFP D.14	LWO Small Business Exemption Application (Form LW-26) – If applying for exemption	Exhibit E.14d	
RFP D.14	LWO 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28) – If applying for exemption	Exhibit E.14e	
RFP D.14	LWO Non-Coverage Determination Application (Form OCC/LW29) – If applying for exemption	Exhibit E.14f	