



THE INDIANAPOLIS PUBLIC LIBRARY

REQUEST FOR PROPOSALS

GENERAL MAINTENANCE SERVICES

RFP Issue Date: May 21, 2013

Contact: Miguel Ruiz
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I. BACKGROUND

The Indianapolis Public Library ("Library") by issue the Request for Proposal ("RFP") is requesting proposals ("Proposals") from qualified Vendors ("Vendors") to provide General Maintenance Service ("Services") for twenty-two (22) branch libraries ("Branches"), the Central library ("Central"), and the Library Services Center ("LSC") for a total of 559,000 square feet ("together referred to as Facilities".) The Services described in the RFP are to begin July 1, 2013 for period ending June 30, 2016, with the option for two (2) separate one-year (1) renewal periods.

The Library is plans to enter into a contractual Agreement ("Agreement") for Time and Materials Services.

The Library operates as a Municipal Corporation within the City of Indianapolis and

Marion County.

The successful Vendor's responsibilities will include, but are not limited to: repair and maintenance of general building components; repair of office furnishings, i.e. desk drawers; hanging pictures and/or signs; fixing doors; shelf installation; moving furniture; interior finishes; ceiling panel replacement; minor exterior wall repair; and light plumbing repairs in all Facilities when warranted.

This RFP describes the Services to be performed and contains an overview of the terms under which Services are to be provided.

Vendors may offer Quotes for any and all combinations of Services contained in the Scope of the RFP. Special consideration may be given to respondents who can provide all identified Services. The Library will consider partnerships between Vendors to provide the full range of required Services.

A. REQUIREMENTS

1. Vendor: The term Vendor denotes those firms submitting a Proposal in response to this RFP.
2. Contractor: The term Contractor ("Contractor") is used throughout this RFP to define the firm or firms selected to perform the Services described in this RFP.
3. Complete Services: The Contractor shall perform all Services as described herein unless the Contractor can explain in detail that the deviation would be of material benefit to the Library.
4. Codes: All work must comply with all applicable Indiana Codes, and in conjunction with I-OSHA standards. Invoices: All invoices and quotations for additional special shall be approved by the Library. Invoices and quotations shall itemize the amount due for materials, material mark-up, hours used and hourly rates, trip changes, and fees to arrive at the total amount.
5. Supervision: The Contractor's supervisory and management staff shall be available to meet with Library staff, when requested, to discuss Services and coordinate activities.
6. Procedures: The Contractor and the Library shall mutually establish routine written procedures for handling the Services described herein.
7. Capabilities: The Contractor shall have, as a minimum, the capabilities listed herein, and the proposal submitted must reflect in detail the inclusion of these Services as well as the degree of expertise in utilizing these capabilities.

B. LIST OF ATTACHMENTS

1. Attachment A – Library Facility Inventory
2. Attachment B – Library Vendor Price Sheet and Non-Collusion Affidavit
In addition to submission of information required by the Vendor Price Sheet, Vendors

shall also quote a price for any services that fall outside of the service requirements. Respondents shall specify which costs, if any, are not included in the prices submitted in the Price Sheet.

3. Attachment C – Request for Proposal Schedule
The Request for Proposal Schedule ("Schedule") for this RFP is a guide. The Library retains the right to make changes to the Schedule and will provide proper notification to all interested Vendors at the time any changes occur.
4. Attachment D – E-Verify Affidavit
The Vendor must agree to enroll in and participate in the E-Verify Program as required by Indiana Code 22-5-1.7-11 during the hiring process for all employees hired after the date of the Agreement. The Vendor must agree to require its subcontractors who may perform work under the Agreement to certify to Vendor that the subcontractor does not knowingly employ or contract with an unauthorized alien and that the subcontractor has enrolled and is participating in the E-Verify program. The Vendor must agree to maintain this certification throughout the duration of the term of a contract with a subcontractor. The Library may terminate a resulting Agreement for default if the Vendor fails to cure a breach of these E-Verify provisions no later than thirty (30) days after being notified by the Library of such breach. As a condition to entering into an Agreement, the Vendor must execute the E-Verify Affidavit, which shall be an exhibit to the Agreement. Such affidavit shall be in the form attached to this RFP.
5. Attachment E – Quarterly Inspection Form
The proposed Branch Quarterly Inspection Form will be used as the basis for the final Agreement.
6. Attachment F – Draft Agreement
The proposed draft Agreement between the Indianapolis Public Library and the Selected Vendor will be used as the basis for the final Agreement.

II. REQUIRED SERVICES

1. Capabilities: The Vendor shall have the capability to service, troubleshoot, repair, maintain and/or replace commercial building systems and components, including, without limitation:
 - a. Doors and hardware.
 - b. Windows and hardware.
 - c. Perimeter sealants.
 - d. Interior gypsum wallboard repair.
 - e. Interior finishes, including but not limited to carpet, tile, base, paint, wood stains, wall covering, and ceiling panels.
 - f. Furniture, library shelving, and specialized library equipment.
 - g. Roof gutters and downspouts.
 - h. Concrete sidewalks.
 - i. Hanging of artwork and framed pictures.
 - j. Repair of toilet partitions.
 - k. Installation of washroom accessories.
 - l. Replacement of batteries on a regular basis in door counters and security systems.
 - m. Minor plumbing repairs not requiring use of a licensed plumber.
 - n. Minor mechanical repairs.
 - o. Exterior fencing and outdoor furniture.

- p. Management of subcontracted services as needed to complete the work.
 - q. Regular building Inspections to identify items requiring immediate repair work and preventive maintenance items. The Vendor shall provide these Services described in **Attachment E**.
 - r. Coordination with outside specialty subcontractors to complete more specialized repairs.
 - s. Moving of furniture and other items.
 - t. Maintenance of flagpole equipment.
 - u. Changing of clocks for daylight savings time hourly shifts.
 - v. Other building maintenance items as required.
2. Qualifications: Services shall be provided by skilled Technicians. Unless otherwise requested, only one (1) Technician shall be required for each service request.
 3. Responsibilities: While on site, Vendor's staff shall present themselves in a professional manner and exercise good judgment at all times.
 4. Anticipated Services: The Library anticipates requiring approximately 55 hours of Technician Services per week, with additional supervision of 10 hours per week.
 5. Standard Response: The Vendor shall respond to all Service requests. The expectation is for the Vendor to respond within 24 to 48 hours of receiving a request. The Vendor shall provide the costs for these services in the space provided in **Attachment B**.
 6. Emergency Response: Vendor shall provide on-call emergency response Services for all Library facilities on a 24/7/365 basis to respond to critical incidents. The expectation is for the Vendor to be on site within 90 minutes of receiving an emergency request call. The vendor shall have a "hotline" monitored 24/7/365 to receive these requests. The Vendor shall provide the cost for these services in the space provided in **Attachment B**.
 7. After Hours Special Requests: Vendor shall provide Services for all Library facilities on a 24/7/365 basis to respond to scheduled Library special requests. The Vendor shall provide the cost for these services in the space provided in **Attachment B**.
 8. Supervision: The Vendor shall provide supervisory and management staff to discuss daily requirements for Services, issues, and to coordinate activities.
 9. Central Library: The Vendor shall provide a dedicated Technician for Central Library to be on-site 3 days a week.
 10. Service Request Procedure: The Library uses e-mail to manage the maintenance Services required at the Facilities. The Library will communicate service requests via e-mail to the Vendor's supervisory and management staff. The Vendor shall use e-mail to schedule the work, communicate with Library staff, and to document the Services have been completed.
 11. Materials: The Vendor shall purchase the required materials for the Services. The Vendor shall provide the mark-up cost for this service in the space provided in **Attachment B**.
 12. Service Requests: The Vendor shall only accept work orders from the designated Library staff members via e-mail or telephone.
 13. Special Projects: The Vendor shall be available for special projects. The Library will determine the scope of work and the Vendor shall provide an itemized quote for approval and receipt of a Library issued Purchase Order prior to commencing the work.
 14. Quarterly Site Visits: The Vendor shall schedule site visits to the Facilities to maximize cost effectiveness by scheduling the visits on a regular quarterly basis.

C. EQUIPMENT

1. Requirements: The selected Vendor shall provide all the required equipment for the performance of the Services.
2. Computers: Computers required to perform the Services shall be provided, installed, maintained, and updated by the selected Vendor at the Vendor's sole expense.
3. Vehicle: The selected Vendor shall provide all vehicles needed for the performance of the Standard and Emergency Response Services. Vehicles shall be properly maintained, clean, and appropriately marked.
4. Central Library: A secure work/storage space for the selected Vendor will be provided by the Library in the Lower Level of the Parking Garage. The space will be equipped with shelving, work surface, and a chair.
5. Central Library DENKA Lift: The Central Library has an articulated boom lift stored on-site available for use by the Vendor and other Library vendors for access to areas in the Atrium. The Vendor shall have technicians certified to operate the equipment as required to complete the scope of services included in the RFP. The Vendor shall also be responsible for these items related to the DENKA:
 - a. Working with AirWorx, the equipment maintenance vendor, to ensure the lift is ready for service as needed.
 - b. Moving of the lift from the storage closet to atrium as needed and scheduled by other Library vendors.
 - c. Setting-up and moving the lift as needed and scheduled by other Library vendors.
 - d. Returning the lift to the storage closet from the atrium as needed and scheduled by other Library vendors.
6. Central Library Forklift: The Central Library has a battery powered forklift stored on-site available for use by the Vendor and other Library vendors for access to areas in the Atrium. The Vendor shall have technicians certified to operate the equipment as required to complete the scope of services included in the RFP.
7. Uniforms: The selected Vendor's employees shall be professionally uniformed while on duty. Uniforms shall signify employment by the selected Vendor. The Library will provide photo ID Access badges for all Vendor's employees.
8. Safety Gear: The selected Vendor shall provide all the required safety equipment for the performance of the Services.

III. PROPOSAL INFORMATION

1. Request For Proposal: The Library is hereby contacting prospective Vendors who have the potential to furnish the requested Services. Upon request, each prospective Vendor will receive one copy of the RFP from the Library; prospective Vendors are responsible for making additional copies as required to satisfy their needs. Vendors are encouraged to initiate preparation of proposals immediately upon receipt of this RFP, so that all relevant questions and information needs can be identified and answered, and so adequate time is available to prepare a comprehensive and complete response.
2. Point of Contact: All communication with the Library must be directed to the single Point of Contact ("POC") for this project, as follows:

Name:	Miguel Ruiz III
Title:	Contract Administrator

Library: Indianapolis Marion County Public Library
Address: 2450 N. Meridian Street
Indianapolis, IN 46208
Email: mruiz@the Library.org
Telephone: 317/275-4844
Fax: 317/269-5220

3. Schedule of Activities: The following table outlines the tentative schedule of major activities for the RFP and Proposal selection processes. The Library reserves the right to amend the schedule as necessary.
4. Vendor Qualifications: The Vendor shall have the following minimum qualifications:
 - a. A sound business reputation;
 - b. Proven capabilities in delivering services on time and on budget;
 - c. Appropriate resources to satisfy the requirements set forth herein;
 - d. Demonstrated track record in similar service relationships, including at least four library or government clients; and
 - e. Demonstrated track record in overall client satisfaction.
5. Vendor Rights: All materials submitted in response to this RFP become the property of the Library upon delivery and shall be appended to any formal documentation, which would further define or expand the contractual relationship between the Library and the Vendor. Each Vendor, as an express condition for the Library's consideration of such Vendor Proposal, agrees that the contents of every other Proposal is confidential, proprietary and trade secret information in all technical areas and waives any right to access to such Proposals. No submissions or supporting documentation will be returned to Vendor.

Vendors submitting Proposals should recognize that the Library is a public body and, as a public body, the Library is subject to disclosure requirements and must abide by public record laws. Neither party shall be liable for disclosures required by law.

6. Reservation of Rights: This RFP does not commit the Library to award an Agreement, to pay any costs incurred in the preparation of a Proposal to this request, or to otherwise contract for any services.

The Library reserves the right to accept or reject any or all Proposals received as a result of this request, to negotiate with any qualified sources, or to cancel in part or in its entirety this RFP, if it is in the best interest of the Library to do so.

The Library will evaluate Proposals based upon the effectiveness of the perceived performance as it relates to the Library's specific requirements. The lowest fee Proposal shall not necessarily be selected. The Library specifically reserves the right to reject any or all Proposals or any part thereof; or to waive any defects or informalities in a Proposal when it is determined by the Library to be in the Library's best interest.

7. Late Proposals Not Considered: Proposals received after the stipulated Proposal Submission Deadline will not be considered.

8. Inconsistency or Error in the RFP: Any Vendor believing that there is any ambiguity, inconsistency or error in the RFP shall promptly notify the Library in writing of such apparent discrepancy. Failure to so notify the Library by the Proposal Submission Deadline will constitute a waiver of claim of ambiguity, inconsistency or error.
9. Vendor Errors or Omissions: The Library is not responsible for any Vendor's errors or omissions.
10. Addenda: The Library shall not be responsible for any oral instructions given by any employees of the Library in regard to the proposal instructions, specifications or proposal documents as described in this RFP. Any changes will be in the form of an addendum, which will be furnished to all Vendors who are listed with the Library as having received the RFP, or to any other Vendor who requests an addendum.
11. Vendor Incurred Costs: The Vendor shall be responsible for all costs incurred in preparing or responding to this RFP. All materials and documents submitted in response to this RFP become the property of the Library and will not be returned after the Proposal Submission Deadline.
12. Modification or Withdrawal of Proposal: A Proposal may not be modified, withdrawn or cancelled by a Vendor for one hundred eighty (180) days following the Proposal Submission Deadline and each Vendor so agrees in submitting the Proposal.

Proposals may be withdrawn, altered and/or resubmitted at any time prior to the submission deadline.

Notice of pre-submittal date withdrawal must be in writing over the signature of the Vendor or may be by telegram, telex or FAX.

If by telegram, telex or FAX, written confirmation over the signature of the Vendor must have been mailed and postmarked on or before the Proposal Submission Deadline.

Withdrawn Proposals may be resubmitted up to the Proposal Submission Deadline, provided that they are then fully in conformance with these general terms and conditions.

13. Rejection of Solicitation Responses: The Library reserves the right to reject any or all responses received, or any part thereof; to accept any response or any part thereof; or to waive any informalities when it is deemed to be in the Library's best interest. Any Vendor objecting to the rejection of a Proposal, or portion thereof, must submit a written protest stating the reasons for the protest to the Library within (5) calendar days from the date of the Library's Notification of Award letter.
14. Vendor Certification: By submission of a proposal, the Vendor certifies that the Vendor has not paid or agreed to pay any fee or commission, or any other item of value contingent on the award of a contract to any employee, official or current contracting consultant of the Library.
15. Exceptions: It is the intent of the Library to award an Agreement on a fair,

competitive basis. For this reason, the Library may view the notation of any "Exception" in response to any material conditions or requirement of the RFP as an attempt by the Vendor to vary the terms of the RFP, which, in fact, may result in giving such Vendor an unfair advantage over other Vendors. For this reason, the Library will, at its option, not allow exceptions to any material requirement if, in the opinion of the Library, the exceptions alter the overall intent of this RFP, unless the exception would be of material benefit to the Library.

16. Library's Right to Disqualify For Conflict of Interest: The Library reserves the right to disqualify any Vendor on the basis of any real or apparent conflict of interest that is disclosed by the Proposal submitted or any other data available to the Library. The right of disqualification is at the sole discretion of the Library. Any Vendor submitting a Proposal herein, waives any right to object at any future time, before anybody or agency, including but not limited to, the Library, or any court, to the Library's exercise of its right of disqualification by reason of real or apparent conflict of interest as determined by the Library.
17. Warranties: Any Vendor submitting a proposal in response to this RFP warrants and guarantees that the Vendor is fully capable of performing each and every task set forth in the Proposal. No limitation or exception to this warranty provision will be acceptable to the Library; except, it is understood that the Vendor is not responsible for any problems in performance caused by improper acts or omissions by the Library.
18. Covenant Against Contingent Fees: The Vendor warrants that no person or selling agent has been employed or retained to solicit or secure the Agreement upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Vendor for the purpose of securing business.

For breach or violation of this warranty, the Library shall have the right to annul the Agreement without liability or in its discretion to deduct from fees or payments due the Vendor the commission, percentage brokerage or contingent fee.
19. Gratuities: The Library may, by written notice to the Vendor, terminate the right of the Vendor to proceed under the Agreement upon one (1) calendar day notice, if it is found that gratuities in the form of entertainment, gifts or otherwise were offered or given by the Vendor, or any agency or representative of the Vendor, to any officer or employee of the Library with a view toward securing or amending, or the making of any determinations with respect to the performance of such contract; provided that the existence of facts upon which the Library makes such findings shall be an issue and may be reviewed in any court of law. In the event of such termination, the Library shall be entitled to pursue the same remedies against the Vendor as the Library could pursue in the event of default by the Vendor.
20. Affirmative Action in Employment: The Vendor may provide a certificate or statement regarding the status of the company as a Minority or Women Owned Business as part of the Proposal package. This certificate or statement is needed to comply with the Library Board's established diversity standards. The Library is

committed to provide an equal opportunity for participation of Minority and Women Owned Business Enterprises and providing equal opportunity in all Library business.

It is the goal of the Library to achieve participation of MBE/WBE consistent with the City of Indianapolis' utilization policy in the procurement of goods and supplies, in the retention of professional services, and in the construction and renovation of facilities.

Vendors, who meet the criteria of MBE/WBE firms or similar requirements for out-of-state firms, shall provide a statement in the Proposal indicating the appropriate designation. A copy of a certification by the State of Indiana or the City of Indianapolis must be included in the Proposal. The Library extends to each individual, firm, vendor, supplier, contractor and subcontractor an equal opportunity to compete for Library business and strongly encourages voluntary utilization of disadvantaged and/or minorities to reflect both industry and community ethnic composition.

Any contractor in performing under this contract shall not discriminate against any worker, employee or applicant or any member of the public because of race, creed, color, religion, gender, national origin, age or disability, nor otherwise commit an unfair employment practice. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are dealt with during employment, without regard to their race, creed, color, religion, gender, national origin, age or disability.

21. Proposal Fees and/or Percentages: The Vendor must submit clearly stated fees as part of the Proposal for records mailed.

The Library will remit any appropriate fee to the Contractor within thirty (30) days after the invoice is received by the Library.

22. Contract Period: The Agreement shall cover the period from July 1, 2013 through June 30, 2016 or an equivalent period depending upon date of the Agreement is awarded.

The Contract may be renewed at the expiration of its terms by mutual agreement between the parties. The renewal may be for two additional one-year periods.

Notice of intent to renew will be given to the Contractor in writing by the Library, normally 90 days before the expiration date of the current Agreement. This notice will not be deemed to commit the Library to renew the Agreement.

23. Protest of Award: Any person who has an objection to the awarding of the Agreement to any Vendor by the Library, shall lodge that protest, in writing, with the Library no later than 5:00 p.m. local time of the fifth (5th) calendar day, following release of the Library's Notification of Award letter. The Library retains the right to reject all protests not filed within this time or those found to be without merit.

24. Vendor Inquiries: Any questions that arise relating to this RFP shall be directed, in writing, or via e-mail to the Point of Contact identified in Section III.

25. News Releases: News releases pertaining to this service or any part of the subject shall not be made without prior approval of the Library.
26. Standard/Licensure Requirements: The selected Contractor shall provide documentation to the Library evidencing all necessary business licenses to provide the Services prior to the awarding of the contract.
27. Out of State Vendors: It shall be a condition to the Agreement that any out-of-state Vendor that may be selected as Contractor shall be duly registered and qualified to do business within the State of Indiana.

IV. GENERAL TERMS AND CONDITIONS

Any Vendor entering into a contract with the Library must agree to a number of general terms and conditions.

If a Vendor cannot agree to any of the stated general terms and conditions, its Proposal must clearly state the reason for any such non-compliance.

The submission of the proposal herein constitutes the agreement of any Vendor that any contract to be drawn as a result of an award herein will be prepared by the Library. The submission of a Proposal shall further constitute the agreement of each Vendor that it will not insist on the use of standard contract agreements, documents or forms, and that it waives any demand for the use of its standard agreements. The language of the Agreement to be executed will be drafted under the supervision of the Library's attorney and shall be the controlling document. Vendors are requested, however, to submit copies of their applicable standard contract forms for information purposes.

1. Compliance with Laws: In performing the Services of this Contract, the Contractor shall comply with all applicable laws, ordinances, rules, regulations, and codes of Federal, State and local governments.
2. Continuation During Disputes: The Contractor agrees that, notwithstanding the existence of any dispute between the parties, insofar as is possible under the terms of the Agreement to be entered into, each party shall continue to perform the obligations required of it during the continuation of any such dispute, unless enjoined or prohibited by any court.
3. Organization Employment Disclaimer: Any Agreement entered into as the result of this RFP will not constitute, create, give rise to or otherwise recognize a joint venture, agreement or relationship, partnership or formal business organization of any kind between the parties, and the rights and obligations of the parties shall be only those expressly set forth therein. The Contractor will agree that no persons supplied by it in the performance of the contract are employees of the Library and further agrees that no rights of the Library's civil service, retirement or personnel rules accrue to such persons.

The Contractor shall have the total responsibility for all salaries, wages, bonuses,

retirement, withholdings, workers' compensation and occupational disease compensation insurance, unemployment compensation, other benefits and taxes and premiums appurtenant thereto concerning such persons provided by such Contractor in the performance of the contract and shall save and hold the Library harmless with respect thereto.

4. Estimated Usage: The Services shall be on an as needed, if needed basis. The Library makes no guarantee as to the amount of usage. The data included in this RFP to define the scope of Services is for informational purposes only in the preparation of a Vendor's response to the RFP.
5. Method of Payment: Contractor will be paid in accordance with payment procedures as stipulated in the Agreement.

Reports and invoices submitted must contain the contract number under which the Agreement is awarded.

Contractor shall submit payments/invoices/reports to the addressee designated in the Agreement.

The Contractor shall submit monthly invoices, for each payment requested, such statement to also include a detailed breakdown of all charges.

All invoices will be paid promptly by the Library unless any items thereon are questioned, in which event payment will be withheld pending verification of the amount claimed and the validity of the claim. The Contractor shall provide complete cooperation during any such investigation.

7. Insurance: Contractor, performing as an independent contractor hereunder, shall be fully responsible for providing Commercial General Liability and Errors and Omissions coverage in the amount of at least \$1,000,000. The Library shall have no responsibility or liability for such insurance coverage.

Vendor must provide certificates of insurance compliance within fifteen (15) calendar days after notification of award. The Library shall be listed as an additional insured and must be notified thirty (30) days in advance of insurance modification, cancellation or termination.

8. Suspension of Work/Termination or Suspension: The Library reserves the exclusive right to terminate or suspend all or any portion of the Service for which the Contractor is employed by giving thirty (30) days' written notice to the Contractor; however, if any portion of the Service shall be terminated or suspended, the Library shall pay the Contractor equitably for all services properly performed pursuant to the Agreement. If the Services are suspended and the Contractor is not given an order to resume work within sixty (60) days from the effective date of the suspension, this Agreement will be considered terminated.
9. Prime Contractor Responsibility: Planned use of subcontractors in connection with this Services Agreement should be clearly explained and described in the Proposal. The prime contractor will be responsible, and must take responsibility, for the

performance under the entire Agreement whether or not subcontractors are used.

In contractor/subcontractor arrangements involving more than one firm, it does not matter to the Library which firm assumes the lead, as long as that firm assumes full responsibility for the performance of the Service as delineated in the Agreement negotiated with the Library. The Library will only enter into an Agreement with the prime contractor.

10. Confidentiality of Information: The Vendor shall treat all information furnished by the Library and services provided hereunder as confidential. The Vendor shall not disclose such information to others without the prior written consent of the Library's authorized representative.
11. Audit of Contract Records: The Contractor must keep all resulting contract records separate and make them available for audit by Library personnel upon request.

V. REQUIRED PROPOSAL FORMAT

1. General Requirements: The Proposals shall contain information responsive to the RFP and the items listed below.
2. Specific Proposal Format and Content: Information contained in the Proposals should not exceed twenty (20) pages, including the Vendor Price Sheet. In order to facilitate comparison and review of the Proposals, each Vendor should use section numbers and titles consistent with the format outlined below:
 - a. Vendor Price sheet and Non-Collusion Affidavit included as **Attachment B**.
 - b. Vendor introduction and cover letter:
 - 1) Vendor name, address, phone, fax and e-mail address.
 - 2) Contact person for the Vendor's response to the RFP.
 - 3) Signature of the contact person. This signature serves as verification the Vendor is a legal entity, the Vendor does not discriminate, the contact person is authorized to act on the Vendor's behalf, and the Proposal will remain valid for at least sixty (60) days.
 - c. Vendor profile:
 - 1) Information relating to the business organization of the Vendor and any third-party or subcontractor which would be partnering with the Vendor.
 - 2) Description of the Vendor's organization chart, names of employees primarily assigned to the Library, and the role of each employee.
 - d. Vendor experience providing Services in Public Libraries.
 - 1) The Vendor shall provide the employee job qualifications for all positions to be filled in connection with the Services to be provided under this RFP.
 - 2) The Vendor shall provide the resumes of all principals intended to serve the Library in supervisory and management roles for the Services to be provided under this RFP.
 - e. Vendor references:
 - 1) Provide list of all contracts presently held by the Vendor. The Vendor shall identify three (3) contracts from this list as references by providing the name and contact information for the Contract Manager at each location.
 - 2) Provide a list of all contracts that have been closed within the last three years. The Vendor shall identify three (3) contracts from this list as references by providing the name and contact information for the Contract Manager at each location.

- f. A work plan detailing the approach and written procedures the Vendor intends to follow in providing the Services required as outlined in this RFP.
 - g. Vendor financial documentation. Provide financial statements covering the past three (3) years, demonstrating the Vendor possesses adequate reserves and credit capacity to perform the Services described in the RFP.
 - h. Additional information. Vendor may provide any other information with the maximum page limit that they believe may add to their Proposal. To the extent Respondent is incapable of complying with or takes exception to any aspect of the specifications or requirements provided in Article IV, Respondent should specifically identify and describe such exceptions in this section of its response to this RFP.
3. Proposal Submittal Instructions: An original and three (3) copies of the Proposal shall be sealed in a package(s) showing, in addition to the following address, the following information on the outside:
- a. Vendor's Name.
 - b. Request for Proposal entitled.
 - c. Proposal Submission Deadline.

The Proposal package shall be delivered or sent by mail to Point of Contact identified in Section III and the address on the RFP cover page.

VI. EVALUATION CRITERIA

The Library will evaluate the proposals based on the criteria listed below. The Library may not award the Agreement based solely on the lowest cost proposal. In addition to cost, the Library will weigh the following criteria:

- 1. Overall cost.
40%
- 2. The satisfaction level of current and former customers of the Vendor under contract for Services similar to the requirements of the Library.
20%
- 3. Demonstrated expertise in the areas of the requested services.
15%
- 4. Financial stability to provide the requested services.
15%
- 5. Any other criteria deemed relevant by the Library.
10%

VII. Award

The successful Vendor must be ready to proceed with Services within fifteen (15) days after receipt of the Notice of Intent to Enter into an Agreement but not prior to July 1, 2013. The Library shall conduct a pre-operation conference after to issuing the Notice of Intent to Enter into an Agreement establishing all lines of communication.

Attachment A
Library Facility Inventory

<u>Facility/Branch Name</u>	<u>Address</u>	<u>Zip Code</u>
1. Library Services Center	2450 North Meridian	46206
2. Central Library	40 East St. Clair	46206
3. Brightwood Branch	2435 North Sherman Drive	46218
4. College Avenue Branch	4180 College Avenue	46205
5. Decatur Branch	5301 Kentucky Avenue	46221
6. Eagle Branch	3325 Lowry Road	46222
7. East Washington Branch	2822 East Washington Street	46219
8. East 38 th Street Branch	5420 E. 38 th Street	46218
9. Flanner House Branch	2424 Martin Luther King Street	46208
10. Fountain Square Branch	1066 Virginia Avenue	46203
11. Franklin Branch	5550 S. Franklin Road	46219
12. Garfield Park Branch	2502 Shelby Street	46203
13. Glendale Branch	6101 N. Keystone Avenue	46220
14. Infozone Branch	3000 North Meridian	46208
15. Haughville Branch	2121 West Michigan Street	46222
16. Irvington	5625 East Washington Street	46250
17. Lawrence Branch	7898 Hague Road	46256
18. Nora Branch	8625 Guilford Avenue	46260
19. Pike Branch	6525 Zionsville Road	46268
20. Southport Branch	2630 East Stop 11 Road	46227
21. Spades Park	1801 Nowland Avenue	46201
22. Warren Branch	9701 East 21st Street	46229
23. Wayne Branch	198 South Girls School Road	46231
24. West Indianapolis Branch	1216 Kappes Street	46221

Attachment B

General Maintenance Services Vendor Price Sheet
and
Non-Collusion Affidavit

Regular and Scheduled Standard Response General Maintenance Services Billing Rates:

Technician Services Rate: Hourly _____ After Hours _____ Holiday _____
Supervisor Services Rate: Hourly _____ After Hours _____ Holiday _____
Laborer Services Rate: Hourly _____ After Hours _____ Holiday _____
Materials Mark-up: Percent _____
Truck Charge: Per Trip _____

Emergency Response Maintenance Services Billing Rates:

Technician Services Rate: Hourly _____ After Hours _____ Holiday _____
Supervisor Services Rate: Hourly _____ After Hours _____ Holiday _____
Laborer Services Rate: Hourly _____ After Hours _____ Holiday _____
Materials Mark-up: Percent _____
Truck Charge: Per Trip _____

After Hours Special Requests Response Maintenance Services Billing Rates:

Technician Services Rate: Hourly _____ After Hours _____ Holiday _____
Supervisor Services Rate: Hourly _____ After Hours _____ Holiday _____
Laborer Services Rate: Hourly _____ After Hours _____ Holiday _____
Materials Mark-up: Percent _____
Truck Charge: Per Trip _____

Other Billable Expenses to the Library based Upon the Information provided in the RFP:

Item: _____ Expense: _____

Item: _____ Expense: _____

Attachment B

Non-Collusion Affidavit

NON-COLLUSION AFFIDAVIT

The undersigned qualified provider or agent, being duly sworn on oath, says that they have not, nor have any other member, representative, or agent of the firm, company or corporation or partnership represented by him, entered into any combination, collusion or agreement with any person relative to the price to be proposed by anyone at such letting nor to prevent any person from proposing nor to induce anyone to refrain from proposing, and that this proposal is made without reference to any other proposal and without any agreement, understanding or combination with any other person referring to such proposal.

Further, the undersigned qualified provider or agent says that no person or persons, firm, or corporation has, have or will receive directly or indirectly, any rebate, fee, gift, commission or thing of value on account of such proposal.

(Vendor): _____

By (Written Signature): _____

(Printed Name): _____

(Title): _____

Important – Notary Signature and Seal Required in the Space Below

STATE OF _____

SS: _____

COUNTY OF _____

Subscribed and sworn to before me this ____ day of _____ 2013

My commission expires: _____ (Signed) _____

Residing in _____ County, State of _____

Attachment C

Request for Proposal Schedule

RFP Issued	Wednesday, May 22, 2013
Public Notification of RFP and Placing on the Library's Website	Wednesday, May 22, 2013
Pre-proposal Conference	Friday, May 24, 2013, 11:00 AM EDT at the LSC, with Miguel Ruiz, Steve Young, Mike Coghlan and Mark Curlin
Sites Available for Visits by Vendors	May 22 through May 31, 2013 between 10:00 AM and 5:00 PM EDT.
Questions Due from Vendors to Library	Friday, May 31, 2013, 5:00 PM EDT
Answers to Questions sent to Vendors via E-Mail	Monday, June 3, 2013, 4:00 PM EDT
RFP Due and Public Opening	Wednesday, June 5, 2013, 2:00 PM EDT deadline, 2:05 PM EDT Public Opening at the LSC
Library Selection Committee Meets to Review Received Proposals	Friday June 7, 2013
Final Recommendation to the Library Board of Trustees at their monthly public meeting.	Monday, June 24, 2013
Notification of Intent to Enter Into an Agreement	Tuesday, June 25 , 2013
Agreement Executed	June 28, 2013
Agreement Begins 12:01 AM	July 1, 2013

ATTACHMENT D

E-Verify Affidavit

Pursuant to Indiana Code 22-5-1.7-11, the Vendor entering into a contract with the Indianapolis-Marion County Public Library is required to enroll in and verify the work eligibility status of all its newly hired employees through the E-Verify program. The Vendor is not required to verify the work eligibility status of all its newly hired employees through the E-verify program if E-verify no longer exists.

The undersigned, on behalf of the Vendor, being first duly sworn, deposes and states that the Vendor does not knowingly employ an unauthorized alien. The undersigned further affirms that, prior to entering into its contract with the Indianapolis-Marion County Public Library, the undersigned Vendor will enroll in and agrees to verify the work eligibility status of all its newly hired employees through the E-Verify program.

(Vendor): _____

By (Written Signature):

(Printed Name):

(Title):

Important – Notary Signature and Seal Required in the Space Below

STATE OF _____

SS:

COUNTY OF _____

Subscribed and sworn to before me this ____ day of _____ 2013

My commission expires: _____ (Signed) _____

Residing in _____ County, State of _____

ATTACHMENT E

Indianapolis Public Library Quarterly Branch Inspection Report

Library Facility:

Date:

Inspecting Technician:

Time:

Inspection Item / Checklist Item	Overall Condition	Repair Required	Repair Completed
Check In with Branch Manager for specific items			
Check Branch clipboard for miscellaneous items			
Inspect all doors and hardware for proper function - adjust or lubricate as required			
Tighten toilet seats			
Inspect plumbing fixtures for leaks			
Inspect for any damaged wall surfaces			
Inspect furniture for loose joints			
Inspect and test batteries of all emergency egress lighting and exit signage			
Inspect for any stained or damaged ceiling panels			
Inspect exterior trim, soffits and fascia for any rotten or damaged materials			
Inspect roof for any damaged roofing materials, trim, parapets, or gutters			
Clean roof gutters and our roof drains			
Inspect parking lot and sidewalks for uneven walking surfaces			
Clean off covers of site drain inlets			

Comments:

Acknowledgement of Completion of Inspection:

Distribution:

- Branch Manager
- Library Director of Facilities
- Contractor's Management

ATTACHMENT F
Draft Agreement