The Library Network (TLN)

Request for Proposal
For Activity Pass Software

March 2022

Proposals due April 8, 2022 5:00 p.m. EDT
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A. General Information

A1. Background

The Library Network (https://www.tln.lib.mi.us) is the largest library cooperative in the State of Michigan, serving residents throughout Wayne, Washtenaw, Oakland, Livingston, and St. Clair Counties. TLN’s 73-member libraries serve a population of 2.9 million – well over one quarter of Michigan’s population.

The Library Network strives to provide and facilitate quality library services to its member libraries, thereby improving library services to their communities. From its headquarters in Novi, Michigan, TLN provides a full range of products, programs and services.

One of those programs is the Michigan Activity Pass (MAP). The Michigan Activity Pass program is a statewide collaborative effort between Michigan’s public libraries and participating destinations. Destinations range from cultural destinations to state parks, campgrounds, and recreation areas. MAP provides Michigan library card holders the opportunity to discover/learn more about participating cultural destinations, state parks, campgrounds, and recreation areas in the state at a discounted rate.

This program was originally known as the Museum Adventure Pass and started out in 2007 in the Metro Detroit area under the sponsorship of Macy’s. In 2009 TLN took over the administration of the program. The program was rebranded as the Michigan Activity Pass and in 2013 the program went statewide. When the program went statewide it began utilizing the Plymouth Rocket software so patrons could check out museum passes online. To view the current MAP program/software go to: https://www.michiganactivitypass.info

Today, the program has 390 public libraries and 450 destinations that participate in the program.

A2. Overall Intent and Purpose

The Library Network is seeking proposals for a new activity pass software product for the statewide Michigan Activity Pass program.

A3. Minimum Requirements for MAP Software

- Mobile Responsive Interface/User friendly website for patrons
- Ability to search by location and venue
- Ability to book/reserve tickets
- Ability to print tickets and save tickets to phone
- Utilize Google maps to see what attractions are near me
- Be able to gather statistics at the at the cooperative level, and at the individual library and venue levels.
**A4. Project Schedule**

The Library Network anticipates the following key project dates:

- **RFP released** March 17, 2022
- **Proposals due at TLN** April 8, 2022
- **Formal Review of Proposals week of** April 11, 2022
- **Contract signed** June 10, 2022
- **Begin using service** January 3, 2023

**A5. Official Contact:**

The official contact for this Request for Proposal:

Brigette Felix  
Shared System Librarian  
The Library Network  
41365 Vincenti Ct.  
Novi, MI 48375  
bfelix@tln.lib.mi.us  
(248) 536-3100 ext. 137 (voice)  
(248) 536-3098 (fax)

In order to maintain a fair and impartial selection process, contact with other TLN staff or staff at member libraries about this RFP is prohibited. Failure to abide by this policy may result in disqualification of proposal. Suspected errors in the solicitation should be immediately reported in writing to the official contact.

**A6. Procedure for Submission of Proposals**

Proposals must be submitted electronically, via email, to the official contact. Emails should contain a subject line of MAP RFP Proposal.

Brigette Felix  
bfelix@tln.lib.mi.us

Any proposal received after the hour and date specified (5:00 p.m. on April 8, 2022) will not be considered. It is at the sole discretion of TLN to accept or reject any modifications to proposals received after the closing date and time of the RFP. Bidder is solely responsible for submitting the proposal during business hours before the date and hour set for the opening of proposals.
A7. Evaluation Criteria

Proposals will be evaluated by TLN staff. Evaluation criteria are as follows: ability to meet requirements, qualifications, setup, implementation and training, and cost as detailed below.

B. Overall Intent and Outcomes Desired

As the administrator of the Michigan Activity Pass program for the statewide MAP program, TLN considers it a matter of due diligence to periodically review services offered. We wish to contract with a single vendor for software that has a: mobile responsive interface/user friendly website for patrons, ability to print tickets and save tickets to phone, and be able to gather statistics at the cooperative level, and at the individual library and venue levels.

Please tell us how your products will meet our needs and exceed our expectations.

Please provide 3 references of customers similar in scope.

C. Corporate Background

Please provide a brief history of your company and the corporate vision for its future.

What makes your company unique?

What new developments are you most excited about? Can you tell us about any innovative software improvements that have just been released, soon to be released, or in development? Where are you concentrating your development efforts?

D. Activity Pass Software Product

Today’s library users expect a Google-like search experience across all devices that is intuitive to use and returns results that are relevant to the search terms entered. Ticketing reservation software that will serve the widely different needs of a diverse population should include the following:

- User friendly website for patrons
- Functions on multiple current and future versions of all typical standard web browsers
- Ability to search by location/venue/destination in a variety of ways (name, zip code)
- Search facets that allow patron to limit search (by: all destinations, subject, kid friendly, ADA compliant, availability by date).
- Advanced searching option
- Relevance should compensate for misspelled search term without returning a wide array of results that do not appear to relate to the search term entered
- Response time should be reasonable and not leave the patron waiting
- Have the ability to use Google maps to be able to see what destinations are nearby
E. Implementation

- What services are offered to clients?
- Please provide a list of implementation work to be completed and by whom.
- What amount of time is needed for implementation?
- Who does the data entry?
- Can we load a spreadsheet?
- Will there be regular updates/meetings with TLN staff throughout the implementation process?
- Is a soft launch possible before the go live date of May 24, 2023?
- TLN is interested in training for TLN/MAP staff. Please indicate how training is offered, what information is covered, what amount of time is recommended for training as well as the cost for training.
- Do you have written documentation? Does it include materials that can support training on the public library staff/patron level?

F. Customer Support

Describe your customer support approach including staffing, hours, level of expertise, resolution time.

G. Technical Requirements

Please describe what options are available with your software. Is the option to locally host the software system available? What are the other hosting options? What is your recommended solution?

Please provide recommended requirements for all hosting options.

Please provide possible methods for loading of data from existing MAP software and the related technical requirements.

H. Costs

The prices discussed in this proposal will be the set prices for contract negotiations. The Library Network is interested in pricing for a 3 and 5 year term.

H1. Cost Formula

Please list the factors that will be used to calculate pricing. At this time The Library Network has almost 400 public libraries and over 400 destinations participating in the MAP program. Please include the cost to add a library or destination to the program as well as discount should a library or destination leave the program.
All prices should be supplied including initial costs, migration costs, software support, and ongoing maintenance costs. If additional services, not requested by this proposal, are being recommended by the bidder, they must be listed separately and not figure into the total.

I. Terms and Conditions

The following Terms and Conditions are in addition to those that will be contained in the signed contract. To the extent there are any conflicts between this RFP and the signed contract, the Terms and Conditions in the signed contract will prevail.

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the proposal process that are submitted to TLN as part of the proposal or otherwise shall become the property of TLN and may be considered public information under applicable law.

I1. Effective Term of Proposal

Unless a proposal is expressly rejected by TLN, all proposals will remain in effect for 210 days subsequent to the proposal opening. TLN may request that bidders extend the effective period of their proposals. Such requests shall be in writing and will require bidder’s written consent to the extension.

Bidder may not withdraw, cancel, or modify its proposal for a period of 210 days after the advertised closing time for the receipt of proposals.

I2. Award and Negotiations

This Request for Proposal does not obligate TLN to accept or contract for any expressed or implied services. Likewise, TLN is not obligated to award a contract pursuant to this RFP.

TLN reserves the right to enter into discussions with the bidders whose proposals are deemed most advantageous for the purpose of negotiation. If more than one proposal is found to be satisfactory, TLN reserves the right to negotiate simultaneously with more than one bidder.

If applicable, TLN will post a notice to its website recommending a preferred bidder. The notice extends the effective term of the bidder’s proposal until the parties sign a contract or determine not to sign a contract.

I3. Rejection of Proposal and Waiver of Informalities

TLN, in its sole discretion and authority, may determine that it is in the best interest of TLN to reject any or all proposals submitted in response to this RFP. TLN, in its sole discretion and authority, may disregard or waive any informality in the proposals or bidding process.
I4. Reservations

Bidder must read and understand the solicitation and tailor the proposal and all activities to ensure compliance. TLN reserves the right to amend the solicitation; reject any or all of the proposals; and waive minor defects. TLN may request a clarification, inspect bidder’s premises, interview staff, request a presentation, or otherwise verify the contents of the proposal, including information about subcontractors and suppliers. TLN may request best and final offers where appropriate. TLN will make all decisions on compliance, evaluation, terms and conditions, and shall make decisions in the best interest of TLN. Failure of a bidder to comply with requests for information or cooperate may result in the proposal being deemed non-responsive to the solicitation. Submitting a proposal does not entitle a bidder to an award or contract. TLN is not responsible for and will not pay any costs associated with the preparations and submission of any proposal. Awarded bidder shall not commence, and will not be paid for, any billable work prior to the date all parties execute the contract.

I5. Incorporating Costs

Bid prices must incorporate any/all peripheral costs including, but not limited to the costs of products/services, delivery/transportation charges, training materials, labor, insurance, applicable taxes, warranty, overhead and profit, etc. that are required by the RFP.

I6. Taxes

Bidder shall assume and pay all taxes, including state, federal, and local taxes, which are payable by virtue of the furnishing and delivery of materials or services specified. Materials and services purchased by TLN are not subject to either federal excise taxes or Michigan sales taxes. Bidders shall include all other applicable federal, state, and local taxes, direct or indirect, in their proposals.

I7. Withdrawal of Proposal

Bidders may withdraw their proposal at any time prior to the date and time for proposal opening. Requests for withdrawal may be made by submitting an email to the official contact for the RFP.

I8. Responsibility

A bidder is considered responsible when it has the capability in all respects to fully perform the contract requirements and has the integrity and reliability that will assure good faith performance. TLN will determine whether TLN can or should do business with a bidder. TLN may consider factors including, but not limited to certifications, conflict of interest, financial disclosures, past performance, references (including those found outside the solicitation), compliance with applicable laws, financial responsibility, insurability, equal opportunity compliance, capacity to produce, ability to provide required maintenance services or other
matters relating to the bidder’s probable ability to deliver the required services within the time and price as specified in this RFP.

I9. Governing Law

Michigan law and rule govern this RFP and any resulting contract. Bidder must bring any action relating to this RFP or any resulting contract in the appropriate courts in Michigan.

I10. Public Records and Requests for Confidentiality

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the proposal process that are submitted to TLN as part of the proposal or otherwise shall become the property of TLN and may be considered public information under applicable laws. However, TLN will consider requests for confidential treatment under Michigan Freedom of Information ACT (FOIA) (MCL 15.231). A request for confidential treatment will not supersede TLN’s legal obligations under FOIA. TLN will not honor requests to keep entire responses confidential. Bidders must show the specific grounds in FOIA or other law or rule that support application of confidential treatment. Regardless, TLN will disclose the successful bidder’s name, the substance of the response, and the price. If bidder requests confidential treatment, bidder must submit an additional copy of the response with the proposed confidential information redacted. This redacted copy must tell the general nature of the material removed and shall retain as much of the original response as possible. Bidder shall list the provisions, identified by section number, for which it seeks confidential treatment and identify the statutory basis under Michigan or other applicable law and include a detailed justification for exempting the information from public disclosure. Bidder will hold harmless and indemnify TLN for all costs or damages associated with TLN honoring bidder’s request for confidential treatment. Bidder agrees that TLN may copy the response to facilitate evaluation, or to respond to requests for public records. Bidder warrants that such copying will not violate the rights of any third party.

I11. Bid Protests

The bidder shall submit any protest or claims regarding this RFP to:

Brigette Felix bflex@tln.lib.mi.us

A pre-bid protest must be filed no later than five calendar days before the proposal opening date, a pre-award protest must be filed no later than ten calendar days after the proposal opening date, and a post-award protest must be filed no later than ten calendar days after the award of the contract. Awards are not final until all protests are resolved.
All protests or claims must set forth the name and address of the protester, the specification number, the grounds for the protest or claim, and the course of action that the protesting party desires.