

ADDENDUM NO: 1
Questions and Answers

RFP# 160338: **Library Materials Recovery Services and Amounts Owed Collection**

DEPARTMENT: **Chattanooga Public Library**

REASON FOR ADDENDUM: **QUESTIONS AND ANSWERS**

RFP DUE DATE: **DECEMBER 8, 2017, 4:00 pm, est**

INSTRUCTIONS:

To acknowledge having received the information provided on all pages of this Addendum, complete and sign one (1) copy of this Addendum cover page and return it to the Purchasing Department with your sealed proposal. Keep a copy for your records.

PRINTED NAME: _____

SIGNATURE: _____

DATE: _____ COMPANY: _____

If you have already submitted your proposal, you are permitted to mail this completed and signed form, alone and clearly marked as a signed addendum for "RFP 161352 Library Materials Recovery Services and Amounts Owed Collection" to:

PURCHASING DEPT., ATTN: D. KEYLON
101 EAST 11TH STREET, SUITE G-13
CHATTANOOGA, TN 37402

If you have already submitted your proposal, you are also permitted to e-mail this completed and signed form, clearly marked in the SUBJECT line as a "Signed addendum for RFP 161352 Library Materials Recovery Services and Amounts Owed Collection" to: dmkeylon@chattanooga.gov; **Please remember that proposals must be sealed to be valid, and submission of any part of your proposal other than this single, completed and signed, page by e-mail (with a proper subject line for identification) could result in elimination of your proposal. This is because e-mail is not sealed.**

Deidre Keylon, dmkeylon@chattanooga.gov
Phone (423) 643-7231
Fax: (423) 643-7244

[RETURN A COMPLETED AND SIGNED ADDENDUM 1 COVER PAGE WITH YOUR PROPOSAL](#)

ADDENDUM #1
QUESTIONS AND ANSWERS
RFP 161352 Library Materials Recovery Services and Amounts Owed Collection

Question 1: On Page 12 under “References” the RFP requests five (5) client references, including four (4) medium sized libraries. On Page 17 under “Vendor Information”, the RFP requests a “Client list including those using products recommended by the prospective vendor.” On Page 19 under “Customer Listing”, the RFP requests “Provide a listing of all current customers for all work of similar size and scope”.

ABC Company (the fictitious vendor) has over 100 clients using the Polaris ILS and well over 500 clients worldwide. In an effort to be environmentally friendly how many current clients do you need? Would a list of twenty five (25) clients using Polaris ILS and circulating 500,000 to 1,000,000 items annually be sufficient?

Answer: Yes, the proposed answer format is sufficient.

Question 2: On page 17 under “Vendor Information” the RFP requests “Public financial records from the past two years”. DEF Company (the fictitious vendor) is not a publicly traded company and does not have any public financial records as requested. We do have reviewed financial statements that we can provide if needed. If they are needed, and we provide them as part of the response, can they be marked as Confidential?

Answer: Yes, but please do note that overuse of the ‘confidential’ notation throughout an RFP may not be conducive with or recognized under the Tennessee Code Annotated open records.

Question 3: On page 18 under “Vendor Information” the RFP requests “Detailed information on prospective vendor’s “discovery” methodology”. Can you elaborate on what “discovery” methodology you are referring to?

Answer: Detailed description of the process and philosophy for customer service approach based on materials recovery model. What is the method for contacting library customers and how will you manage conversation.

Question 4: In Appendix A: Proposal Cost Summary Form under “Item” you have the wording “Total amount charged per account settled”. Should the wording be “The amount charged per account” as opposed to “Total amount charged per account settled? Currently there is not enough information in the proposal to have a clear understanding of how many accounts are settled.

Answer: Yes, total amount per account.

END