

REQUEST FOR PROPOSAL YAKIMA VALLEY LIBRARIES 2026 MOBILE APPLICATION

RFP-26-001

RELEASED: September 15, 2026

CLOSES: October 13, 2026

Proposals must be received no later than 3:00 p.m. Pacific Time

ISSUING AGENCY

Yakima Valley Libraries (YVL)

RFP CONTACT

Yakima Valley Libraries
Attn: RFP – Mobile Application
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REQUEST FOR PROPOSAL (RFP)

Yakima Valley Libraries Mobile Application

PROJECT DESCRIPTION

Yakima Valley Libraries (YVL) invites proposals from qualified vendors to provide a modern, accessible, secure, user-friendly mobile application for YVL patrons. The application will provide convenient mobile access to the library resources for patrons.

YVL is seeking a strong base application with core library functionality, including access to OverDrive and database resources, with the ability to add optional functionality and integrations as funding and priorities permit. Optional capabilities may include an events calendar and program registration, Book Club Sets reservations, reading challenges, meeting room reservations, multiple account management, reading recommendations, barcode scanning of a book to search the library catalog and place a hold, advanced analytics, and links to 3rd-party resources as needed.

Proposals will be evaluated on the vendor's ability to provide an effective overall solution, including functionality, ease of use, accessibility, integration capabilities, security and privacy, administrative usability, implementation, support, vendor experience, and overall value to YVL and its patrons.

BACKGROUND

Located in beautiful, agricultural Yakima County in south-central Washington State, Yakima Valley Libraries serves the entire county except the City of Grandview and the Town of Tieton. At approximately 4,296 square miles, Yakima County is the second-largest county in Washington State.

Yakima Valley Libraries is a junior taxing district primarily supported through local property taxes and provides quality library services to the general public. The rural county library district was formed in 1945 and is now comprised of mobile services (Bookmobile and Outreach) and 15 community libraries located throughout Yakima County.

All towns or cities, with the exceptions of the City of Grandview and the Town of Tieton, are either annexed to or contracted with Yakima Valley Libraries for library services. Annexed communities include Harrah, Moxee, Selah, Yakima (Yakima Central and West Valley), Sunnyside, Toppenish, Wapato, Union Gap, and Zillah. Contracting communities include Mabton, Granger, and Naches. Rural county locations include Buena and Terrace Heights.

YVL currently serves more than 243,000 people. In 2025, the library district was open a total of 34,008 hours and served 402,273 combined visitors. YVL circulated more than 849,347 items and hosted 44,512 computer appointments using 122 Internet computers available to the public.

TECHNOLOGY BACKGROUND

Yakima Valley Libraries (YVL) operates a diverse technology environment that includes both Library-managed systems and cloud-based third-party applications. The selected mobile application will be expected to integrate with and complement this existing environment. YVL currently uses Polaris as its Integrated Library System (ILS), including its online catalog and patron account functionality. YVL uses OverDrive/Libby for eBooks, eAudiobooks, and eMagazines; Kanopy and TumbleBooks for streaming and digital media; EBSCO databases, NewsBank, A to Z Food America, Brainfuse HelpNow, Britannica Library, Consumer Reports, LinkedIn Learning, Mango Languages, Novelist Plus, Novelist Plus K-8, and Northstar Digital Literacy for a variety of digital research, educational, language-learning, literacy, and workforce-development resources. The Library's public website is built on WordPress. Events and program information are managed through SpringShare LibCal, while Beanstack is used to manage reading challenges and related patron participation. SpringShare Lending Hub is used to facilitate book club set reservations. YVL also uses MessageBee for SMS/text notifications to patrons. The proposed mobile application should provide convenient, user-friendly access to these resources and services, as applicable, and shall be capable of securely integrating with the Library's systems and other applicable third-party services through available APIs, standard integration methods, or other appropriate technologies. Vendors shall identify all integrations, APIs, middleware, third-party services, licensing requirements, and other technical dependencies required to deliver the proposed functionality and shall clearly identify any components or services that must be provided or maintained by YVL.

SCHEDULE

Activity	Date
RFP released	9/15/2026
Last day for questions	10/6/2026
Proposals due – 3:00 p.m. Pacific Time	10/13/2026
Interviews/demonstrations, if needed	10/20/2026 – 10/30/2026
Vendor selected/announced	11/9/2026
Anticipated contract execution	11/18/2026
Anticipated implementation start	11/18/2026
Desired app launch date, or as mutually agreed upon, based on vendor implementation requirements and successful completion of testing and acceptance	12/31/2026

SCOPE OF WORK (SOW)

The mobile application should provide a single YVL-branded mobile experience that serves patrons throughout YVL's service area. The app must be fully bilingual (English/Spanish), user-friendly, aesthetically pleasing, accessible, secure, and optimized for both iOS and Android devices.

Please provide complete answers to all sections below in the RFP response. Vendors should respond to each feature separately, clearly identify whether the feature is included in the base application, and if not included, explain why.

Section 1: Base Application

No.	Feature	Yes	No	If no, please explain
1.1	YVL-branded mobile application for the library district, including configurable branding with logo, fonts, and colors			
1.2	Display YVL library locations, addresses, hours, closures, services and contact information within the app			
1.3	Integrate with YVL's Polaris ILS for real-time or near-real-time catalog searching and availability			
1.4	Place, view, modify and manage holds through the app, subject to Polaris capabilities			
1.5	Patron account management, including checkouts, due dates, holds, renewals and available account information			
1.6	Secure patron authentication			
1.7	Provide a digital YVL library card with scannable barcode			
1.8	Allow YVL staff to publish system-wide and/or location-specific alerts and announcements			
1.9	Allow patrons to select a preferred language, including English and Spanish; identify all additional languages			
1.10	Provide an administrative interface			
1.11	Provide push notifications for library announcements and supported patron/account events			
1.12	Provide app usage statistics and reporting			

Section 2: Digital Resources and Database Integrations Through Base Application

No.	Feature	Yes	No	If no, please explain
2.1	OverDrive / Libby access, including browsing, borrowing, holds, and digital account access			
2.2	Kanopy integration or authenticated access			
2.3	Tumblebooks integration or authenticated access			
2.4	AtoZ Food America integration or authenticated access			
2.5	Brainfuse HelpNow integration or authenticated access			
2.6	Britannica Library integration or authenticated access			
2.7	Consumer Reports integration or authenticated access			

2.8	EBSCO databases integration or authenticated access			
2.9	LinkedIn Learning integration/authentication/deep linking			
	Mango Languages integration or authenticated access			
2.10	Newsbank integration or authenticated access			
2.11	Novelist Plus and Novelist Plus K-8 integration or authenticated access			
2.12	Northstar Digital Literacy integration/authentication/deep linking			
2.13	Other YVL databases/eResources supported by the vendor			
2.14	Ability to add future databases/eResources without major redevelopment			

Section 3: Administrative Features

No.	Feature	Yes	No	If no, please explain
3.1	Routine content updates by YVL staff without vendor intervention			
3.2	Allow YVL staff to manage locations and hours			
3.3	Notification creation, scheduling, and targeting			
3.4	Role-based administrative permissions			
3.5	Analytics dashboard and downloadable reports			
3.6	Content approval/workflow tools			
3.7	Administrative audit logs			
3.8	Preview changes before publishing			

Section 4: Technical, Security, and Privacy Requirements

No.	Feature	Yes	No	If no, please explain
4.1	iOS and Android support; identify minimum supported versions			
4.2	Polaris integration method, APIs/endpoints, and authentication requirements			
4.3	Cloud hosting architecture and data-storage locations			
4.4	Offline functionality when the user's device has limited or no Internet connectivity			
4.5	Encryption in transit and at rest			
4.6	Security assessments			
4.7	Security incident response and notification procedures			

4.8	Complete disclosure of patron/device data collected and the purpose			
4.9	Data retention, deletion, and export capabilities			
4.10	YVL ownership of data and YVL-created content			
4.11	Disaster recovery, backup, and business continuity			

Section 5: Accessibility Requirements

No.	Feature	Yes	No	If no, please explain
5.1	Current VPAT and/or Accessibility Conformance Report			
5.2	Identify WCAG version and conformance level (minimum WCAG 2.2 AA)			
5.3	Accessibility testing with screen readers and assistive technologies			
5.4	Accessibility testing on supported iOS and Android devices			
5.5	Process for reporting and correcting accessibility defects			
5.6	Accessibility roadmap and future enhancements			

Section 6: Additional Modules

No.	Feature	Yes	No	If no, please explain
6.1	Provide an events/program calendar within the app			
6.2	Event registration, waitlists, reminders and registration confirmations			
6.3	Meeting room reservation registration, waitlists, reminders, and registration confirmations			
6.4	Book Club Sets discovery, descriptions, and availability			
6.5	Book Club Sets request/reservation functionality			
6.6	Book Club Sets staff administration and/or Polaris integration, including staff notifications to transfer sets between library locations			
6.7	Reading Challenges creation and administration			
6.8	Reading Challenges patron enrollment, reading logs, goals, and progress tracking			
6.9	Reading Challenges fully bilingual in English and Spanish, list other languages available			
6.10	Reading Challenges badges, achievements, incentives, and reporting			

6.11	Reading Challenge templates for staff			
6.12	Personalized recommendations based on patron-selected interests			
6.13	Wish lists, favorites, saved searches and/or patron-created lists			
6.14	Barcode/ISBN scanning to identify catalog items			
6.15	Indoor maps/wayfinding			
6.16	Digital/special collections browsing			
6.17	Advanced analytics and custom reporting			
6.18	Allow patrons to add/manage multiple library cards or accounts			
6.19	Targeted notifications based on location, interests or patron preferences			
6.20	Configurable links to 3 rd -party applications or websites			

7. IMPLEMENTATION, TRAINING, AND SUPPORT

- A. Provide a detailed implementation plan identifying project phases, milestones, dependencies, vendor responsibilities, and YVL responsibilities.
- B. Describe branding/configuration, Polaris integration, OverDrive integration, optional integrations, testing, accessibility review, security review, app-store submission, and launch activities.
- C. Identify all information, credentials, APIs, data, staff participation, and third-party coordination required from YVL.
- D. Provide administrator training and documentation sufficient for YVL staff to manage routine application content and functions.
- E. Identify regular support hours, emergency support, response times, escalation procedures, software update practices, and mobile OS compatibility commitments.
- F. Describe the process for adding future digital resources, optional modules, and enhancements.

8. MINIMUM QUALIFICATIONS

Minimum qualifications are required for a vendor to be eligible to submit a proposal response. The proposal must demonstrate compliance with these qualifications. Proposals that are not responsive may be rejected by YVL without further consideration.

- A. Vendor must have successfully provided a mobile application or substantially similar service to at least one public library or library system within the last three (3) years.
- B. Vendor must demonstrate experience integrating with an ILS and digital library resources comparable to YVL's requirements.

C. Vendor must demonstrate the ability to support both Apple iOS and Android platforms.

D. Vendor must provide at least three (3) customer references for comparable work with client name, project/service description, estimated cost of project, whether project was completed within budget quoted, and project contact name, email, and telephone number.

9. PRICING

Vendors shall provide an itemized pricing proposal. Base application pricing shall include all Priority Features identified as base requirements, including OverDrive access. Optional functionality shall be priced separately.

Item	Category	Year 1	Annual/Other Cost
Base mobile application license	Base		
Implementation/configuration	Base		
Polaris integration	Base		
OverDrive / Libby integration	Base		
Database integration (AtoZ Food America, Britannica, EBSCO, Mango Languages, Brainfuse, LinkedIn Learning, Northstar, and Newsbank)	Base		
Annual license/maintenance	Recurring		
Annual support	Recurring		
Training	Required		
App Store/Google Play management	Required		
Data export/transition fees	Required		
Other fees/pass-through costs	Required		
Events/calendar and registration module	Optional		
Book Club Sets module	Optional		
Reading Challenges module	Optional		
Advanced analytics/reporting	Optional		
Custom development/hourly rates	Optional		

Provide pricing for a minimum of five (5) years and identify all annual increases, renewal pricing, usage-based charges, minimum commitments, and circumstances that could result in additional fees.

10. RESPONSE MATERIALS AND SUBMITTAL

The preferred method of proposal submission is electronically to the following email address: mvickers@yvl.org. If vendors choose to submit via a hard copy, please submit one (1) hard copy meeting the requirements below and one (1) reproducible digital copy in PDF format delivered on digital media.

At a minimum, the submittal must contain:

- A. A letter of interest on company letterhead, signed by an authorized representative, including a statement of availability to perform the work.
- B. Identification of the vendor, including name, address, website, email address, and telephone number.
- C. Name, title, email address, and telephone number of the primary contact during proposal evaluation.
- D. Signature of a person authorized to bind the vendor to the terms of the proposal.
- E. Executive summary describing the proposed solution and its primary advantages for YVL.
- F. Completed Feature Response Matrix for Sections 1 through 6.
- G. Provide a technical architecture diagram illustrating the flow of information between the mobile application, vendor-hosted systems, Polaris, and other Library systems and third-party services.
- H. Provide documentation demonstrating how the proposed solution meets the technical, security, privacy, accessibility, integration, and data-management requirements identified in Sections 2–5, including the required architecture diagram and identification of all integrations, third-party services, dependencies, and YVL responsibilities.
- I. Detailed description of the proposed implementation approach, project management, training, launch, and proposed schedule, including all information from section 7.
- J. Detailed description of the vendor's ability to meet the minimum requirements as outlined in section 8.
- K. Information about the staff assigned to the project and their relevant experience.
- L. Complete and itemized pricing proposal as shown in section 9.
- M. Description of security, privacy, accessibility, data ownership, retention, export, and termination practices.
- N. Identify all exceptions to the requirements of this RFP. Failure to identify an exception may result in YVL considering the vendor's proposal to be fully compliant with the stated requirements. Vendors shall also identify assumptions regarding YVL systems, APIs, third-party services, licensing, implementation responsibilities, data access, and any other dependencies.
- O. Identify innovative capabilities not specifically requested that may improve patron engagement, discovery of library collections, digital-resource use, program participation, accessibility, multilingual service, staff efficiency, or the overall mobile library experience.

11. SELECTION PROCESS

YVL's Evaluation Committee will evaluate responsive proposals and may request demonstrations, interviews, references, clarification, or additional information. YVL may select a vendor based on the proposal determined to be in the best overall interest of the Library, considering the factors below.

Consideration	Points
Base application functionality and fit with YVL requirements	25
Polaris, OverDrive and digital-resource integration capabilities	15
Optional features/modules and future flexibility	10
Accessibility, security and privacy	15
Implementation, training and ongoing support	10
Vendor experience and comparable public library references	10
Cost and overall value	15
TOTAL	100

12. GENERAL INFORMATION

- A. YVL reserves the right to reject any or all proposals, waive minor irregularities, request clarification, negotiate with one or more respondents, or cancel the RFP in whole or in part.
- B. YVL reserves the right to modify the scope, quantities, schedule, or requirements before award by issuing an addendum.
- C. All costs associated with preparing and submitting a proposal are the responsibility of the vendor.
- D. YVL may contact references and verify information contained in proposals.
- E. Any contract resulting from this RFP will be subject to YVL's applicable contracting, technology, security, privacy, public-records, and other requirements.
- F. In the event it becomes necessary to revise any part of this request, addenda will be published on YVL's website at <https://www.yvl.org/about-us/finance-and-purchasing/>.