REQUEST FOR PROPOSAL

YAKIMA VALLEY LIBRARIES

LIBRARY WEBSITE REDESIGN AND CATALOG OVERLAY

RFP-26-002

RELEASED: November 3, 2026

CLOSES: December 15, 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
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REQUEST FOR PROPOSAL (RFP)

YAKIMA VALLEY LIBRARIES – LIBRARY WEBSITE REDESIGN AND CATALOG OVERLAY

1. Project Description

Yakima Valley Libraries (YVL) invites proposals from qualified vendors to plan, design, develop, migrate, launch, host, and support a redesigned public-facing library website and WordPress content management system (CMS). YVL may also elect to procure an optional Polaris catalog overlay that provides a more intuitive and accessible experience for searching the library catalog. The catalog overlay is an optional component and must be priced separately from the core website project.

This is a request for proposals, not an invitation to submit the lowest-priced bid. YVL will evaluate the proposed approach, accessibility, usability, technical fit, security, implementation plan, vendor experience, ongoing support, and total cost of ownership. YVL reserves the right, subject to applicable procurement rules, to accept or reject any proposal, negotiate with one or more proposers, award all or part of the work, or cancel the solicitation.

2. 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.

3. Technology Background

Yakima Valley Libraries (YVL) operates a diverse technology environment that includes both Library-managed systems and cloud-based third-party applications. YVL currently uses Polaris as its Integrated Library System (ILS), including its online catalog and patron account functionality. The website is a primary point of access for patrons and an important service channel for staff. YVL seeks a modern, accessible, mobile-friendly website that helps people quickly find accurate information and use library services, while making content easy for authorized staff to maintain.

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 currently 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. eNewsletters are sent through Mailchimp, and we use social media platforms including Facebook, Instagram, and YouTube.

YVL has completed a rebranding project and established updated brand assets, brand graphic guidelines, and a website style guide. These materials define YVL’s approved visual identity and standards for its digital presence. The website redesign must incorporate and follow these established guidelines, including the approved logo, colors, typography, visual elements, and website design standards. The project is intended to implement and extend YVL’s established brand identity, not to develop a new brand.

The project supports YVL priorities related to digital accessibility, patron and staff technology experience, digital inclusion, cybersecurity, sustainable infrastructure, and responsible stewardship of public funds. The website must be designed for a wide range of ages, abilities, devices, connectivity conditions, and levels of digital confidence.

4. RFP Schedule

Activity	Date
Issue date	11/3/2026
Deadline for questions	11/24/2026
Proposal deadline	12/15/2026
Interviews and Evaluation	12/16/2026 – 1/12/2027
Anticipated award / agreement negotiations	1/15/2027 – 1/30/2027
Anticipated project work begins	1/31/2027
Deadline to complete work	4/26/2027

5. Scope of Work

The project includes redesigning and implementing the YVL website, hosting a WordPress content management system (CMS), consolidating and migrating content, integrating third-party services, and supporting testing, launch, and post-launch operations. Proposers may also submit a separately priced optional proposal for a Polaris-compatible catalog overlay/discovery layer that integrates physical and digital library materials, including OverDrive content. YVL reserves the right to award the base website project without the optional overlay, award both components to one vendor, award the components to separate vendors, or retain the existing Polaris catalog interface. The base proposal must be complete and independently deliverable without the optional overlay.

5.1 Base Scope — Website Redesign and CMS

The project objectives establish the desired outcomes and capabilities for YVL's redesigned website and provide a framework for evaluating proposed solutions. Proposers should demonstrate how their approach will meet these objectives while supporting YVL's service priorities, operational needs, and long-term digital strategy.

- Deliver a secure, accessible, and user-centered digital experience that meets applicable digital accessibility requirements, targeting WCAG 2.2 Level AA.
- Create an intuitive, responsive website that improves navigation, information architecture, search, and content discoverability across desktop, tablet, and mobile devices.
- Apply YVL's approved brand identity consistently throughout the redesigned website in accordance with YVL's brand graphic guidelines and website style guide. YVL will provide the selected vendor with approved brand graphics and website style guidelines. Proposers must explain how their design approach will incorporate these standards while delivering an accessible, responsive, and consistent digital experience.
- Implement security best practices and deliver a reliable, high-performing, maintainable solution.
- Provide a hosted WordPress content management system (CMS) with role-based permissions, content workflows, version history, reusable templates, and scheduled publishing and unpublishing capabilities.
- Provide a hosted WordPress staging site for testing, periodically refreshed with a current copy of the live website.
- Provide tools, templates, workflows, and training that enable YVL staff to create, remediate, and validate accessible PDF documents and publish them on the website in accordance with applicable accessibility requirements and standards.
- Conduct a content inventory of the existing YVL website and develop a content consolidation and migration plan in coordination with YVL. The plan must identify content to be retained, revised, consolidated, or removed; the recommended migration method; and the respective responsibilities of the vendor and YVL. The vendor will be responsible for migrating approved content into the redesigned website, including identifying content that requires manual recreation. YVL staff will review and approve content and provide revisions as needed. The vendor must preserve important URLs, metadata, and SEO value where practical and identify any content that cannot be migrated automatically.

- YVL's current website contains an estimated 150–200 standard pages and blog/news posts, in addition to archived content. These figures are preliminary and subject to validation through the vendor's content inventory. Vendors must identify their assumptions regarding the volume of content to be migrated, the migration methods proposed, and the respective responsibilities of the vendor and YVL. Proposals must separately identify any costs for manual content migration, content restructuring, or content recreation.
- Integrate approved YVL services and third-party tools, including the Polaris catalog, events and program information, social media, book club sets, reading challenges, databases, e-materials, and website analytics. For each integration, identify the recommended approach (e.g., direct links, embedded content/iframes, WordPress plugins, APIs, or custom development) and describe the functionality provided, any limitations, dependencies, and additional costs. Obtain YVL approval of proposed integration methods and any custom development before implementation.
- Provide interactive mapping capabilities using Google Maps or an equivalent solution to display library locations, hours, directions, and bookmobile stops and schedules. Enable authorized YVL staff to maintain location information and schedules without developer assistance, and provide accessible text-based alternatives to map content.
- Provide website translation capabilities for YVL-selected languages, including a language selector and mobile-friendly functionality. Identify translation methods, supported languages, third-party dependencies, licensing costs, and limitations, and ensure translated content supports applicable accessibility requirements.

5.2 Optional Scope — Polaris Catalog Overlay / Discovery Interface

YVL uses Polaris as its integrated library system (ILS) and OverDrive for digital materials. Proposers may offer an optional catalog overlay or discovery interface that integrates with the redesigned website and improves the discovery of both physical and digital library materials. The catalog overlay would connect the website to the existing Polaris Integrated Library System (ILS) and provide a more modern, user-friendly way for users to discover library materials without replacing Polaris as the underlying system. The solution must continue to use Polaris for core catalog, patron account, circulation, holds, and availability functions, as supported by the proposed solution, and integrate OverDrive materials to provide a cohesive discovery experience. Proposers must clearly distinguish standard product capabilities from custom development, third-party dependencies, additional licensing, and features on a product roadmap.

- Offer an optional Polaris catalog overlay or discovery interface that integrates with the redesigned website, improves catalog search and discovery, and supports access to both physical library materials and OverDrive digital materials.
- Describe the proposed overlay and confirm the specific versions, APIs, connectors, authentication methods, and integration approaches supported for Polaris and OverDrive.
- Explain how catalog search, item availability, patron authentication, account access, holds and requests, renewals, and other required patron functions will work.
- Describe how OverDrive e-books, audiobooks, and other available digital materials will appear in search results alongside physical materials, including format identification, filtering, availability, and links to borrow or access digital content.

- Explain how users will be directed to OverDrive for borrowing, authentication, and digital content access, including any requirements for separate authentication or transitions between systems.
- Identify any functions that remain in the native Polaris or OverDrive interfaces, open in a separate page or application, or require additional licensing or configuration.
- Describe how the overlay will maintain visual consistency with the redesigned YVL website, responsive behavior, keyboard accessibility, screen-reader usability, and clear navigation.
- Explain search relevance, autocomplete, filters and facets, format display, related editions, cover images, summaries, and mobile catalog use, identifying which capabilities are included for physical and digital materials.
- Identify data flows, data stored outside Polaris or OverDrive, privacy implications, integration prerequisites, maintenance responsibilities, and additional fees.
- Provide a demonstration using a comparable library implementation or representative environment, if available, showing discovery of physical and OverDrive digital materials and the associated patron workflows.

The optional overlay must not be assumed to replace Polaris or OverDrive or alter YVL's underlying ILS or digital lending service. Any changes to Polaris configuration, OverDrive integration, patron authentication, data exchange, or production services require YVL's written approval and coordination with the relevant vendors.

6.Functional and Technical Requirements

6.1 Design, Navigation, and User Experience

- Provide a clean, contemporary design aligned with YVL branding, mission, and strategic goals.
- Use clear labels, consistent navigation, meaningful page hierarchy, breadcrumbs or equivalent orientation cues, and multiple intuitive paths to key information.
- Ensure mobile and desktop experiences provide equivalent access to navigation and content.
- Support prominent access to locations and hours, library cards and account access, catalog search, events and programs, digital resources, research databases, policies, contact information, and other YVL-designated high-priority services.
- Provide configurable website search that returns relevant content with clear titles and useful summaries, and allow patrons to move from website search to catalog search.
- Support plain language, readable typography, appropriate contrast, resizable text, and low-friction user journeys.
- Describe optional capabilities such as multilingual content, translation integrations, chat, personalization, or AI-assisted search separately, including costs, privacy implications, accessibility considerations, and whether the capability is production-ready.

6.2 Content Management System

- Provide an intuitive, user-friendly content management system (CMS) suitable for staff with varied technical experience. WordPress is YVL's preferred platform; however, vendors may

propose a comparable CMS that meets the project's requirements and provides equivalent or improved functionality.

- Support role-based permissions, least-privilege access, approval workflows, scheduled publishing, content versioning, and rollback.
- Provide reusable page templates, accessible content components, a media library, and consistent site-wide elements.
- Provide separate staging/test and production environments, or an equivalent safe review process.
- Support content review and lifecycle management, including identification of outdated or duplicate content.
- Provide audit logs for administrative actions where supported, and document user provisioning, account removal, and permissions management.
- Describe upgrade cadence, release management, maintenance windows, backward compatibility, and how changes are tested before production.

6.3 Accessibility and Inclusive Design

- Design and test against WCAG 2.2 Level AA, including keyboard-only operation, visible focus, semantic structure, form labels and errors, color contrast, captions or transcripts where applicable, and screen-reader compatibility.
- Include accessibility in design, development, content migration, testing, and release—not only as a final audit.
- Provide an accessibility conformance report (such as a current VPAT/ACR) for the proposed platform and any optional overlay, and identify known limitations or exceptions.
- Conduct automated and manual accessibility testing, including keyboard and assistive-technology testing, and deliver findings and remediation status before launch.
- Provide an accessibility statement and a practical way for users to report accessibility barriers.
- Provide guidance and training for staff on creating and maintaining accessible web content and documents.
- Explain how accessibility defects discovered after launch will be triaged, corrected, and verified.

6.4 Integrations and Interoperability

- Describe supported APIs, webhooks, standards, export options, and integration methods; avoid proprietary dependencies where practical.
- Identify integration options for Polaris, YVL's events/program calendar, analytics, digital resources, online databases, and other systems identified during discovery.
- Maintain a consistent visual identity and predictable navigation across integrated services to the extent the third-party platforms allow.
- Clearly identify third-party licensing, API fees, vendor cooperation requirements, rate limits, and any custom integration costs.
- Provide a fallback or clear user messaging if an external service is unavailable.

- Ensure integrations do not expose patron data or credentials unnecessarily and use secure, documented data exchange.

6.5 Security, Privacy, Hosting, and Reliability

- Describe hosting architecture, service locations, data flows, subcontractors, security controls, and shared responsibilities.
- Encrypt data in transit and at rest where applicable; describe identity and access controls, administrator MFA, logging, vulnerability management, patching, and incident response.
- Collect and retain only data necessary to provide the service. Explain analytics, cookies, tracking technologies, retention, deletion, and any use of patron or visitor data for advertising, profiling, or AI model training.
- All website data, including backups, must be hosted and stored on servers physically located within the United States.
- Do not sell YVL user data or use it for unrelated commercial purposes. Any secondary use of data requires disclosure and YVL's written approval.
- Provide documented backup, restoration, disaster recovery, business continuity, and incident notification procedures.
- State the proposed uptime commitment, how uptime is measured, exclusions, monitoring approach, service credits if offered, and historical availability where available. YVL's preferred target is at least 99.9% monthly availability for hosted production services.
- Describe performance targets, monitoring, capacity planning, and procedures for planned maintenance and emergency changes.
- Describe data ownership, export formats, transition assistance, and secure deletion of YVL data at contract end.

6.6 Analytics and Reporting

- Support measurement of page visits, internal searches, navigation paths, mobile usage, referrals, and key service interactions, subject to privacy requirements.
- Provide reporting that helps YVL identify content that is difficult to find, broken links, unsuccessful searches, and opportunities to improve user experience.
- Provide baseline measurements before launch where available and post-launch reporting at agreed intervals.
- Explain how analytics can be accessed by authorized YVL staff and how reports can be exported.

7. Project Management, Deliverables, and Acceptance

The selected vendor shall provide a dedicated project manager and a clear governance and communication process. The RFP coordinator will be the YVL project lead and contact for the vendor during the project. The vendor must identify assumptions, dependencies, risks, decisions required from YVL, and schedule impacts promptly.

Phase	Required deliverables
1. Discovery and planning	Kickoff; project plan and schedule; stakeholder/requirements summary; risk and issue log; current-site and integration assessment; content inventory and migration approach.
2. Information architecture and design	Proposed navigation and sitemap; user journeys; wireframes; design system and page templates demonstrating consistent application of YVL's brand graphic guidelines and website style guide; at least three review rounds; documented YVL review and approval before development proceeds.
3. Configuration and development	Configured CMS; responsive website; approved integrations; migration scripts/process; staging environment; configuration and integration documentation.
4. Content migration	Migration mapping; migrated agreed content; redirect list; exception report; content QA checklist; documented items requiring YVL decision.
5. Testing and remediation	Functional, cross-browser, mobile, performance, security, and accessibility test results; defect log; remediation evidence; user acceptance testing support.
6. Training and documentation	Recordings or training materials where available; CMS guide; accessibility content guidance; technical and support documentation.
7. Launch and transition	Launch checklist; rollback plan; DNS/domain coordination as applicable; go-live support; final acceptance checklist; handoff to support.
8. Post-launch support	Hypercare plan; issue tracking and status reports; post-launch review; analytics baseline/report; prioritized recommendations.

7.1 Project Schedule

Proposers shall recommend a realistic schedule from contract execution through launch and post-launch stabilization. The schedule must show phases, milestones, dependencies, YVL review periods, content migration, testing, training, launch, and support transition. The final schedule will be approved by YVL. Proposers must identify the earliest feasible launch date and any schedule assumptions.

7.2 Acceptance

Deliverables will be reviewed by YVL and accepted in writing when they meet the agreed requirements. YVL may provide a list of defects or omissions for correction. The vendor shall correct work that does not meet the approved specifications within an agreed timeframe, without additional charge, when the issue results from a failure to meet the contract requirements. YVL's approval of a design or interim deliverable does not waive the vendor's responsibility to meet the final requirements.

8. Documentation, Support, and Maintenance

- Provide searchable, usable documentation and update it when material configuration changes occur.
- Provide a support contact method and ticketing process, escalation path, support hours, and severity definitions.
- Include proposed response and resolution targets for critical, high, medium, and low-priority issues.
- Describe proactive monitoring, security updates, backups, recovery testing, release notifications, and maintenance responsibilities.
- Provide a post-launch stabilization period and explain what is included versus billable support.
- For an optional Polaris overlay, specify which vendor supports each issue category and how issues involving the ILS, overlay, and website will be coordinated.

7. Vendor Qualifications

Proposers shall demonstrate:

- Vendor must have successfully delivered at least two public library websites and CMS implementations.
- Demonstrated expertise in accessible design and remediation against WCAG 2.2 AA.
- Experience with content strategy, information architecture, migration, analytics, hosting, and secure integrations.
- For the optional overlay, demonstrated experience integrating with Polaris.
- Availability of a dedicated project manager and qualified design, development, accessibility, and support personnel.
- A record of completing comparable projects with public libraries on schedule and within approved budgets, with client references.
- Vendor must show that all project work will be performed within the United States by individuals legally authorized to work in the U.S., including vendor employees, subcontractors, and third-party partners.

8. Proposal Submission Requirements

Proposals must follow the submission instructions and deadline stated in the schedule section. Proposers are responsible for confirming receipt of the complete proposal and pricing by the deadline. Questions must be submitted in writing to the designated RFP contact by the stated deadline. Responses and addenda will be distributed by email and available on the YVL website. Proposers are responsible for reviewing and signing the acknowledgment of all addenda.

8.1 Proposal Requirements

Vendors must submit a PDF of their proposals by email no later than the deadline specified in this RFP. Proposals must include all information and documentation from this RFP and outlined in the requirements below.

- Cover letter identifying the proposer, primary contact, and authorized representative.
- Executive summary and description of the proposed solution.
- Company background, relevant experience, and at least three comparable client references, including contact information and project scope.
- Understanding of YVL's needs and proposed design, content strategy, accessibility, and implementation approach.
- Detailed response to each requirement in this RFP, identifying whether it is included, configurable, custom development, third-party dependent, on the roadmap, or not available.
- Project work plan, recommended timeline of milestones, staffing, responsibilities, assumptions, dependencies, and risk-management approach.
- Content migration and URL redirect approach.
- Accessibility conformance documentation, testing approach, and remediation process.
- Security, privacy, hosting, availability, backup, disaster recovery, and data exit approach.
- CMS support, maintenance, service levels, and post-launch plan.
- Description of subcontractors and third-party products or services.
- Identify all third-party tools, plugins, integrations, and services required to deliver and maintain the proposed website, including their purpose.
- For the optional Polaris overlay: a distinct technical response, supported integration details, limitations, licensing dependencies, and sample implementation or demonstration plan.
- Disclosure of any contract termination for cause or material dispute within the past five years, including context and outcome.
- List of exceptions, assumptions, or proposed deviations from the RFP.

8.2 Pricing Requirements

Submit separate, clearly itemized pricing for all proposed services, identifying all costs necessary to complete the project and provide ongoing updates and support. Distinguish one-time costs from recurring fees and identify any optional services or additional costs. Pricing must be based on an initial one-year agreement, with renewal options, and include anticipated annual price increases or adjustments for each of the first five years.

- Base website redesign, CMS configuration, design, development, content consolidation and migration, integrations, testing, and launch.
- Include pricing for a content inventory and migration assessment for the number of pages, posts, and other content items to be migrated, with any assumptions clearly stated. Separately identify any costs for manual content migration, content restructuring, or content recreation.
- Hosting, licenses, plug-ins, subscriptions, updates, support, and maintenance.
- Optional Polaris catalog overlay, including implementation, integration, licensing, hosting, updates, and support.
- Optional services, hourly rates, change-request rates, travel expenses, and third-party charges.
- Any cost assumptions, volume limits, annual escalators, taxes, or fees not included in the total.
- Total cost of ownership after launch, and a clear list of costs that may arise at renewal or termination.

9. Evaluation and Selection

YVL intends to evaluate proposals using the criteria below. YVL may request clarification, conduct reference checks, invite shortlisted proposers to demonstrations or interviews, and negotiate with the highest-ranked proposer(s), consistent with applicable procurement requirements. The optional overlay will be evaluated separately, as well as for its fit with the base website proposal.

Evaluation criterion	Weight
Technical approach, CMS capabilities, and maintainability	20%
Design, usability, information architecture, and mobile experience	20%
Accessibility approach and demonstrated WCAG 2.2 AA capability	20%
Relevant experience and references	15%
Project plan, content migration, training, and support	10%
Security, privacy, hosting, reliability, and interoperability	10%
Cost and total cost of ownership	5%

Optional Polaris overlay evaluation may consider: demonstrated Polaris compatibility and integration approach; patron-facing catalog functionality; accessibility and mobile usability; data privacy and security; support model; and total optional cost. YVL may establish a separate scoring worksheet for the optional component before proposal evaluation.

10. Pricing, Contract, and General Conditions

- Issuance of this RFP does not obligate YVL to award a contract or reimburse proposal preparation costs.
- YVL may reject any or all proposals, waive minor irregularities where permitted, request clarifications, negotiate scope or pricing, award the base scope without the optional overlay, or cancel and reissue the RFP.
- All proposal preparation costs are the proposer's responsibility.
- The selected proposer must execute YVL's contract and meet applicable insurance, licensing, confidentiality, public records, records retention, data protection, and other requirements specified in the final contract.
- The vendor must protect nonpublic information accessed during the project and notify YVL promptly of suspected security incidents affecting YVL systems or data.
- YVL will retain ownership of YVL-provided content and data. YVL shall own the completed website and all project-specific deliverables, including custom code, designs, documentation, and other materials developed under the contract, subject to any disclosed third-party licensing restrictions.
- The final contract will be negotiated with the successful vendor to establish payment milestones, acceptance, change control, warranty, indemnification, liability, termination, transition assistance, and dispute provisions.

11. Proposal Checklist

- Technical proposal organized according to Section 8.1.
- Itemized pricing proposal, including base scope and separately priced optional Polaris overlay, clearly identifying any third-party tools.
- At least three relevant references.
- Project schedule, team, assumptions, dependencies, and risks.
- Accessibility conformance report or equivalent documentation and testing approach.
- Security, privacy, hosting, support, and data exit information.
- List of exceptions and requested contract changes.
- All forms and certifications identified in the final published RFP.

Appendix A — Vendor Response Matrix

Proposers should copy and complete the following response format for each functional or technical requirement or requirement group in this RFP. A simple statement that the solution is compliant is not sufficient; describe how the requirement is met.

Requirement / section	Status*	Description / evidence	Additional cost or dependency

[Enter requirement]	[Included / Configurable / Custom / Roadmap / Not available]	[Explain capability and evidence]	[Identify fees, dependencies, limits]
[Enter requirement]	[Included / Configurable / Custom / Roadmap / Not available]	[Explain capability and evidence]	[Identify fees, dependencies, limits]
[Polaris overlay requirement, if proposed]	[Included / Configurable / Custom / Roadmap / Not available]	[Explain integration and supported functions]	[Identify fees, dependencies, limits]

*Use one status for each response and identify any qualification or limitation.