

Yale University Library

# Request for Proposal (RFP) for Disaster Response and Recovery Services

May 2012 (Revised November 2012)

## **1. DOCUMENT PURPOSE AND SCOPE**

- 1.1. In this Request for Proposal (hereafter RFP), Yale University Library intends to define the specifications and requirements for, and solicit cost quotations from, prospective Contractors for disaster response and recovery services for the Library's collections. The Contractor's response, cost quotations, and any mutually agreed upon modifications will be later incorporated into a contract between Yale University Library (hereafter the Library) and the successful Contractor.
- 1.2. By definition, disaster response and recovery services will be required on an irregular basis. Therefore, an Indefinite Delivery/Indefinite Quantity (IDIQ) contract will define the requirements and guidelines for the requested disaster response services but does not authorize the Contractor to provide nor commits the library to order such services.
- 1.3. In the event of a disaster, the Library will implement its disaster plan for the affected location. The Contractor will work closely with staff from the Preservation Department to follow the appropriate disaster plan. The organizational structure and chain of command of the coordinated response effort will be dictated by the plan, and will depend on both the location and scale of the disaster.
- 1.4. The Contractor's primary contact throughout a response effort will be a representative from the Preservation Department, hereafter Preservation Representative. However, if the disaster takes place in the Library Shelving Facility (hereafter LSF), the vendor's primary contact will be a representative from the Library Shelving Facility.
- 1.5. Library staff may respond to a disaster in any Library building and participate in disaster response and recovery activities. Other Contractors may also respond (e.g. facilities or security). The Contractor must cooperate with all other participants in the disaster response, stabilization, and recovery activities. The Contractor will work with the appropriate Library representative facilitating communications between Contractors and the Library.
- 1.6. Recovery services may be requested separately from disaster response and stabilization services, if Library staff is able to perform the response and stabilization internally. In such a case, the Library may contact the vendor after materials have been stabilized.

## **2. COLLECTIONS OVERVIEW**

Yale University Library's collection includes over 13 million volumes. The Library's collections contain a wide range of formats, including, but not limited to:

- Manuscripts
- Archival documents
- Prints, photographs, drawings, and posters
- Maps
- Sound recordings
- Video recordings
- Motion picture film
- Microfilm

- Digital media
- Paintings
- Textiles
- Artifacts (including ceramics, metals, etc.)

This RFP will cover disaster response at all of the Library's locations, which includes 15 different buildings. Information about each building and the collection it holds follows, in Sections 2.1-2.14.

## 2.1. Sterling Memorial Library

- 2.1.1. The Sterling Memorial Library (hereafter SML) is the central library facility on the Yale University campus. It is located at 120 High Street, New Haven, CT. It is 441,651 gross square feet with 295,213 square feet of usable space. Approximately 3 million volumes are held in the SML stacks tower alone.
- 2.1.2. **Construction:** Completed in 1930 by architect James Gamble Rogers, SML is a Modern Gothic building of seam-faced granite, Briar Hill sandstone, and Aquia freestone, with Indiana limestone trim. Many decorations in stone, wood, metal, and glass recall the scholars, books, and libraries from previous epochs; others depict the history of Yale and its Library. The library is so designed that all public reading rooms are on the entrance floor; the stacks occupy 16 floors in the tower. The building has underground annex stack area adjacent to the Beinecke Rare Book and Manuscript Library and the Bass Library. Skidmore Owens and Merrill, architects, completed it in 1970. In 1992, the section of High Street covering the block at the library was closed to vehicles, paved and landscaped to create a unified lawn with Cross Campus. A library addition completed in 1998 incorporates and encloses the northwest cloister houses the School of Music Library, previously located in Sprague Hall. Also in 1998, the SML stacks tower was renovated to include air conditioning and relative humidity control.
- 2.1.3. **Shelving:** The majority of the library collections in SML are housed in the SML stacks tower. The shelving has stationary, affixed ladders (that are part of the inherent structure of the tower) with slotted, adjustable, steel shelving approximately 36" in length and 12" in depth. Most aisles in the tower are approximately 30" in width.
- 2.1.4. **Receiving Area:** There is a loading dock and receiving area at approximately 130 Wall Street. The loading dock is approximately 29'x17'6" by with a height clearance of 9'. Tractor trailers cannot access this area; smaller vans or box trucks are needed to transport collections from SML. There is a freight elevator from the receiving area that goes to the basement only. The elevator is 6'x6'.
- 2.1.5. **Environmental Controls:** Almost all of the spaces in SML are controlled by steam heat from the Yale central power plant. Air conditioning is provided in some spaces via window units or centralized air conditioning air handling units. Some of these air conditioning units are stand-alone units or operate off the chilled water supply from the Yale central power plant. The SML stacks tower and Room 50 in the basement (Fortunoff Holocaust Testimonies tape transfer facility) are the only spaces in SML with humidity control.

- 2.1.6. **Lighting:** Most of the lighting in SML is compact fluorescent lamps and fluorescent tube lamps. There is emergency lighting in the hallways.
- 2.1.7. **Sprinkler System:** The sprinkler systems are standard wet-pipe.
- 2.1.8. **Security System:** SML is open to the public until 6pm when a valid Yale ID is required for entrance. No one is allowed in the stacks tower without a valid Yale ID or escort. There is a security alarm for the building.
- 2.1.9. **Inventory Control System:** The majority of books and pamphlets in the SML stacks tower are inventoried in the Yale Library Voyager system. Not all of the items in the stacks are barcoded. Other collections throughout SML are inventoried in Voyager, but not necessarily barcoded. It may be necessary to barcode items during disaster recovery, dependent upon which collections/ locations are affected.
- 2.1.10. **Collections:** SML contains several special collections, and varying formats within those collections. Manuscripts and Archives (MSSA) is located within SML, and includes archival materials of varying formats and levels of description. Other collections held within SML include the Music Library, Near East Collection, Southeast Asia Collection, Judaica Collection, Babylonian Collection, African Collection, Slavic and East European Collection, Map Department (which includes a collection of globes) , and the Microform Reading Room. These collections include a wide range of formats and are described and cataloged at varying levels.

## 2.2. Bass Library

- 2.2.1. The Bass Library (hereafter Bass) is an underground library facility located at 110 Wall Street, New Haven, CT. It is the high-use, undergraduate library. Bass is a two-story facility with reference and reserve book stacks, extensive student reading and study space. It is 64,505 gross square feet with 43,536 square feet of usable space.
- 2.2.2. **Construction:** The library is two stories, immediately underneath the Cross-Campus Plaza. It connects to the Sterling Memorial Library by tunnel under High Street. The direct entrances to the library lead down to light courts from the lawn that forms the Library's roof. The architect was Edward Larabee Barnes. Matching pavilions were built above ground. One is an elevator affording access to the library by disabled patrons, and the other houses mechanical equipment, located at 119 High Street.
- 2.2.3. **Shelving:** Within the shelving module area, the roll-formed, all-steel shelves all have specific adjustability. Shelves are set in uprights welded in a frame configuration and are generally 53.5 inches x 36 inches (shelves near duct work are 40 inches x 36 inches). Shelving is arranged in twenty eight aisles; fourteen aisles are divided into two tiers of ladders or shelving segments, with 74 ladders per aisles. The aisle width between shelving is 46 inches.
- 2.2.4. **Receiving Areas:** There is no loading dock for the Bass Library; all materials are received at the Sterling Memorial Library loading dock (130 Wall Street). There is an elevator located outside on the Cross Campus Plaza with the dimensions of 4' x 6.5'. The elevator opening is 48" and the door leading to the elevator is 36".

- 2.2.5. **Environmental Controls:** The systems for Bass Library control temperature only and maintain office-grade environmental conditions.
- 2.2.6. **Sprinkler System:** The sprinkler system is standard wet-pipe.
- 2.2.7. **Security Systems:** Bass Library has a security alarm system and security guards.
- 2.2.8. **Inventory Control System:** Items in Bass are barcoded and cataloged in Voyager, the Library's integrated library system (ILS).

### 2.3. Library Shelving Facility

- 2.3.1. The Library Shelving Facility (hereafter LSF) is a high bay, high density storage facility located at 147 Leeder Hill Drive, Hamden, CT. The LSF will accession around 1,000,000 items this year. Both special collections and general collections are stored at the LSF. In addition to high-density storage areas, the building also contains a processing area for the Beinecke Rare Books and Manuscripts Library, and conservation labs and storage space for the Yale University Art Gallery. It is 118,785 gross square feet with 95,442 square feet of usable space.
- 2.3.2. **Construction:** The LSF is comprised of an 8,000 square foot processing area where materials are prepared for accessioning, as well as six modules containing 63,810 square feet of shelving space. The processing area is composed of a Dryvit Exterior Insulation and Finishing System (EIFS). The first shelving module incorporates a concrete block shell construction and 3" inch thick urethane panels (R value: 21.6) with 26 gauge galvanized facing. Subsequent modules were constructed with prefabricated concrete slabs containing insulation. The module floors are composed of superflat concrete (rated at 100F) with an underslab vapor barrier consisting of a flexible sandwich of high density polyethylene aluminum with a perm rating of 0.0142. The shelving module roof vapor barrier is made up of Mylar and aluminum. The building opened in 1998, expanded in 2002, and expanded again in 2009.
- 2.3.3. **Shelving:** Within the shelving module area, the roll-formed, all-steel shelves all have specific adjustability. Shelves are set in uprights welded in a frame configuration and are generally 53.5 inches x 36 inches (shelves near duct work are 40 inches x 36 inches). Shelving is arranged in twenty eight aisles; fourteen aisles are divided into two tiers of ladders or shelving segments, with 74 ladders per aisles. The aisle width between shelving is 46 inches.
- 2.3.4. **Retrieval Device:** Materials are retrieved from the shelving module with the aid of six rail guided, high-level orderpickers, each with a maximum load capacity of 2300 lbs.
- 2.3.5. **Receiving Areas:** The Yale LSF maintains two loading docks, each offering protection from external weather. One dock, used for the delivery of supplies, is equipped with a dock leveler. The maximum length of a delivery vehicle/van which can be accommodated at the other, interior, dock (used to offload items to be shelved at the facility) is 25 feet. Each dock can accommodate one vehicle at a time. Overhead doors supply access from the facility to the loading dock areas; there is also access to the interior dock through a main door.

- 2.3.6. **Environmental Controls:** The environment inside the shelving module is rigorously controlled by an environmental system designed to provide heating, cooling, humidification and dehumidification as needed to maintain the required conditions: a constant 50°F temperature with 30° relative humidity.
- 2.3.7. **Lighting:** The source of lighting for the staff and processing areas is indirect fluorescent; inside the shelving module lighting is supplied by high pressure sodium lamps in Aisles 1-14. Aisles 15-28 are illuminated by fluorescents with electronic ballast on motion sensors. Emergency lights operate on battery packs.
- 2.3.8. **Sprinkler System:** The shelving modules are equipped with a standard wet pipe system with in-rack sprinkler heads and a class II fire hose system.
- 2.3.9. **Security Systems:** The LSF is protected by a University installed intrusion alarm system which is continuously monitored from central campus. Ingress and egress throughout the facility is controlled by card key. The building is monitored by Cultural Properties, a security subset at Yale.
- 2.3.10. **Inventory Control System:** Materials shelved at the Yale LSF are accessioned, retrieved, and refilled with the aid of locator software supplied by Generation Fifth Applications.

#### 2.4. Robert B. Haas Arts Library

- 2.4.1. The Robert B. Haas Family Arts Library opened in August 2008 and is located at 180 York Street in New Haven, CT. The total usable square footage for the Haas Family Arts Library is 29,368 SF.
- 2.4.2. **Construction:** The library space bridges the newly renovated Paul Rudolph Hall and the newly constructed Jeffrey Loria Center for the History of Art, designed by Gwathmey Siegel & Associates Architects. It houses the former Art + Architecture and Drama library collections and the Arts of the Book Collection, as well as staff and services for the Visual Resources Collection.
- 2.4.3. **Shelving:** There is compact shelving and standard steel library shelving at this Library.
- 2.4.4. **Receiving Areas:** There is no loading dock access to this library. There is a passenger elevator and its dimensions are approximately 5' x 5'.
- 2.4.5. **Environmental Controls:** The systems for Haas Family Arts Library control temperature only and maintain office-grade environmental conditions.
- 2.4.6. **Lighting:** The lighting is compact fluorescent lamps and fluorescent tube lamps, except for the exhibit cases, which are LED lamps.
- 2.4.7. **Sprinkler System:** The library is equipped with a standard wet pipe system.
- 2.4.8. **Security Systems:** The library is equipped with a security alarm system that is set by staff when the library is closed down for the night. Only Yale affiliates with a current ID have access to the library.
- 2.4.9. **Inventory Control System:** Items from Arts are barcoded and cataloged in Voyager, the Library's integrated library system (ILS).
- 2.4.10. **Collections:** On site, the library contains approximately 125,000 volumes on art, architecture, drama, as well as related rare and unique materials. It serves as the working library for the schools of Art, Architecture, and Drama as well as the Department of the

History of Art and the Yale University Art Gallery. Haas also includes the Arts Library Special Collections (ALSC), which includes materials from the former Art and Architecture and Drama Libraries, as well as the Arts of the Book Collection. Materials from the former Art and Architecture Library range from contemporary catalogues raisonnées to 18th and 19th century works on artists and architecture. Materials from the former Arts of the Book Collection focus on printing, papermaking, typography, and other arts that serve the book. Materials from the former Drama Library document theatrical production include photographic prints, production books, scrapbooks, and ephemera.

## 2.5. Beinecke Rare Book and Manuscript Library

- 2.5.1. On the Hewitt University Quadrangle and adjacent to the Sterling Memorial Library, the Beinecke Rare Book and Manuscript Library (BRBL) is located at the corner of High and York Streets in New Haven, CT. It is 105,764 gross square feet with 71,087 square feet of usable space.
- 2.5.2. **Construction:** The building, completed in 1963, is constructed of translucent, gray-veined Vermont Montclair Danby marble, framed by shaped light warm gray Vermont Woodbury granite. The low-ceiling entrance expands into the exhibition hall; around its perimeter is a mezzanine approached by two stairways. The floor surrounding the sculpture court contains the reading room, facilities for scholars, a catalogue and reference room, curator offices, and other rooms. Gordon Bunshaft of Skidmore, Owings & Merrill was the architect. The court is made of white Imperial Danby marble and framed in granite, designed by Isamu Noguchi.
- 2.5.3. **Shelving:** Shelving types are compact shelving and standard library shelving. The stacks will accommodate approximately 800,000 volumes. The dimensions of shelving in the basement stacks are L=31' x W=3' x H=7'-6" and the dimensions of shelving in the glass stacks are L= 7' x W= 1' x H= 7'. The aisle width in the glass stacks (average) is 2'-8" and the aisle width in the basement stacks area (average) is 2'-5".
- 2.5.4. **Receiving Areas:** There is no loading dock access to this library. There is a passenger elevator and its dimensions are L: 6'-8" x W: 3' x H: 7'-6". The elevator door opening is 3' 7".
- 2.5.5. **Environmental Controls:** There are 7 HVAC units that control temperature and provide humidification for BRBL. The majority of the systems are the original pneumatics systems installed in 1963, with the exception of AHU 7, which was added in the late 1990s.
- 2.5.6. **Lighting:** The majority of lighting in BRBL is fluorescent tube lamps. The glass stacks has halogen lamps. The exhibit cases on the mezzanine level are LED lamps, with the exception of the Gutenberg and Audubon exhibit cases, which are fiber optic lamps.
- 2.5.7. **Sprinkler System:** There are several fire suppression systems at BRBL. The Glass Stack Tower and rooms B1, B2, and B3 are protected by a Halon system. Room B0, the Lower and Upper Wall St. Stack areas, Intermediate Level, West Wing, and office 37, 37A, 37B, 37C, 42, and 43 are protected by an Inergen system. The Kitchen and Sub Basement are protected with sprinklers. The Court Level (including the Reading Room and Curatorial Offices) has no fire suppression.

- 2.5.8. **Security Systems:** Security escort is required at all times in the non-public areas of the building. BRBL has motion detectors, door contacts, and security cameras. The building is monitored by Cultural Properties, a security subset at Yale.
- 2.5.9. **Inventory Control System:** Items from BRBL are cataloged in Voyager, the Library's integrated library system (ILS).
- 2.5.10. **Additional Beinecke Spaces:** BRBL also occupies spaces at 121 Whitney Avenue and the Library Shelving Facility. These spaces are processing areas, so the collections at these locations are constantly changing and include varying formats. Collections at both locations are in different stages in processing, and therefore some may be arranged and described while others may be entirely unprocessed.

## 2.6. Mathematics Library

- 2.6.1. The Mathematics Library, located on the 3<sup>rd</sup> floor of Leet Oliver Memorial Hall (12 Hillhouse Avenue in New Haven, CT), is 2,426 square feet in size.
- 2.6.2. **Construction:** Leet Oliver Hall was constructed in 1908. The building was from a gift of Mrs. James Brown Oliver of Pittsburgh, in memory of her son, Daniel Lee Oliver, a member of the Class of 1908. It is a Collegiate Gothic building of Indiana limestone and is used by the Department of Mathematics. Charles C. Haight was the architect.
- 2.6.3. **Shelving:** The shelving type is standard steel library shelving.
- 2.6.4. **Receiving Areas:** There is no loading dock access to this library. There is no elevator in this building, but there is an elevator in an adjacent building that is connected to Leet Oliver Memorial Hall.
- 2.6.5. **Environmental Controls:** The space is heated with steam radiators. There are window air conditioning units used to cool the spaces during the warmer months.
- 2.6.6. **Lighting:** Lighting is fluorescent tube lamps.
- 2.6.7. **Sprinkler System:** There is no sprinkler system in Leet Oliver Hall.
- 2.6.8. **Security Systems:** There is no security system in Leet Oliver Hall.
- 2.6.9. **Inventory Control System:** Items from Math are cataloged in Voyager, the Library's integrated library system (ILS). Not all items are barcoded.

## 2.7. Geology Library

- 2.7.1. The Geology Library is located in Room 328 on the 3<sup>rd</sup> floor of the Kline Geology Lab, 210 Whitney Avenue in New Haven, CT. The library occupies 9,317 square feet.
- 2.7.2. **Construction:** The Kline Geology Lab was designed by Philip Johnson as part of a complex of buildings that became known collectively as the Kline Science Center. Kline Geology Laboratory, the first building of this complex, was completed in 1963. Johnson used this structure to serve as a podium to the other structures. The Kline Geology Lab is constructed of concrete, brick, and sandstone and is executed in the modernist style of the early 1960's. A connection between the Kline Geology Lab and the Peabody Museum exists on the second floor.
- 2.7.3. **Shelving:** Shelving type are standard steel library shelving.



- 2.7.4. **Receiving Areas:** There is loading dock access to the Geology Library. There is a passenger elevator adjacent to the library and its dimensions are approximately 8' x 6'.
- 2.7.5. **Environmental Controls:** The systems for Geology Library control temperature only and maintain office-grade environmental conditions.
- 2.7.6. **Lighting:** The majority of lighting in the Geology Library is fluorescent tube lamps.
- 2.7.7. **Sprinkler System:** The sprinkler system is standard wet-pipe.
- 2.7.8. **Security Systems:** There is Yale ID card access to the special collections on an upper floor. There are security cameras in the library space.
- 2.7.9. **Inventory Control System:** Items from Geology are barcoded and cataloged in Voyager, the Library's integrated library system (ILS).

## 2.8. Lillian Goldman Law Library

- 2.8.1. The Law Library is located in the Sterling Law Building, at 127 Wall Street in New Haven, CT. The total usable square footage for the Law Library is 47,088 SF. Collections are held in the basement and levels 1-5. The Library is situated in the Northwest quadrant of the Sterling Law building.
- 2.8.2. **Construction:** Completed in 1931 with funds of the estate of John W. Sterling, BA 1864. The Law School buildings of brick and limestone were designed to recall the English Inns of Court and are richly embellished with symbolic and genre sculpture and stained glass medallions. Occupying an entire city block, the quadrangle includes offices, seminar rooms, library, a courtroom, auditorium, faculty and student lounges, dining hall, residential accommodations for students, and offices of the Yale Law Journal. James Gamble Rogers was the architect. An underground addition to the Law Library was constructed in 1962-63, Skidmore, Owens and Merrill, architects, adjacent to the Beinecke Rare Book and Manuscript Library and completed in 1966 to house the international law library collection. In 1977, the main library reading room was extensively renovated.
- 2.8.3. **Shelving:** Shelving types are compact shelving and standard library shelving.
- 2.8.4. **Receiving Areas:** There is no loading dock access to this library. There is a passenger elevator.
- 2.8.5. **Environmental Controls:** The systems for Law Library control temperature only and maintain office-grade environmental conditions except in the Special Collections area stacks, which has humidification capabilities only.
- 2.8.6. **Lighting:** The majority of lighting in the Law Library is fluorescent tube and compact fluorescent lamps.
- 2.8.7. **Sprinkler System:** The sprinkler system is standard wet-pipe.
- 2.8.8. **Security Systems:** The Law building has security guards on duty 24 hours a day. There are security alarms in the law special collections area.
- 2.8.9. **Inventory Control System:** Items from Law are barcoded and cataloged in Morris, the Law Library's integrated library system (ILS).
- 2.8.10. **Collections:** The Paskus-Danziger Rare Book Room is located within the Lillian Goldman Law Library, and is in the basement of the Sterling Law Building. The collection includes legal manuscripts from the 12<sup>th</sup> to 20<sup>th</sup> centuries, medieval treatises, early American

lawyers' account books, and the largest collection of student notebooks from the Litchfield Law School, among other materials.

## 2.9. Divinity Library

2.9.1. The Divinity Library, located at 409 Prospect Street in New Haven, is part of the Divinity Quadrangle. The total square footage for the Divinity Library is 19,801 SF. The Library occupies three floors, with an entrance on the first floor, and collections on the lower level, first floor, and second floor. The Library is located on the Northeast quadrant of the Divinity Quadrangle, next to the Marquand chapel.

2.9.2. **Construction:** Construction on the Quadrangle series of buildings was completed in 1932. This group of buildings, constructed with handmade, water-struck brick in the Georgian Colonial style, also contains the Marquand Chapel, offices and classrooms, together with a refectory, common room, gymnasium, and dormitories for students. Delano & Aldrich were the architects. In 1954, additional space was provided for the library, which was remodeled under the direction of J. Russell Bailey. In the mid 1990s, the library was renovated again with physical and HVAC improvements.

2.9.3. **Shelving:** Most of the Divinity Library stacks are movable shelving units (compact shelving). The places with stationary stacks are the Reference Room, the Day Missions Room, and the Ministry Resource Center (MRC). The Day Missions shelves line the walls so no aisles. The narrowest in Reference is 36". The narrowest in the MRC is 35 ½ ".

2.9.4. **Receiving Areas:** There is a delivery entrance in the Divinity School, but getting to it requires going down the hall, then down an elevator to get to it. There isn't a place to pull a vehicle up to the building. There is a passenger elevator and its dimensions are 50 ¾" x 67 ½" x 89" with an opening of 42 ¼" x 84 ½"

2.9.5. **Environmental Controls:** There are two air handling units that condition the Divinity Library. The systems for the Divinity Library control temperature only and maintain office-grade environmental conditions, with the exception of the Special Collections area in Room 6 where humidification is possible.

2.9.6. **Lighting:** The majority of lighting in Divinity is fluorescent tube and compact fluorescent lamps.

2.9.7. **Sprinkler System:** The sprinkler system is standard wet-pipe.

2.9.8. **Security Systems:** There are security alarms as a part of the security system for the Divinity Library.

2.9.9. **Inventory Control System:** Items from Divinity are barcoded and cataloged in Voyager, the Library's integrated library system (ILS).

2.9.10. **Collections:** The Divinity Library includes both general and special collections, including bound volumes and manuscript materials.

## 2.10. The Harvey Cushing/ John Hay Whitney Medical Library

2.10.1. The Cushing/Whitney Medical Library is located in the Northeast quadrant of the Sterling Hall of Medicine, at 333 Cedar Street in New Haven, CT. Collections are located on the ground floor, basement, and sub-basement of the building.

- 2.10.2. **Construction:** The Harvey Cushing / John Hay Whitney Medical Library was completed in 1941, and is a Y-shaped addition behind the Sterling Hall of Medicine entrance hall. Its rotunda is a memorial to Dr. Harvey Cushing, BA 1891, MA HON 1913, and SC D. 1919. Grosvenor Atterbury was the architect. In 1978, the Streeter collection of weights and measures and ancient pharmaceutical apparatus, donated by Dr. Edward Clark Streeter in 1940, were relocated to a new display area in the entrance hall. In 1990, a major addition and extensive alterations were performed with funds donated by Betsy Cushing Whitney. The architects were Alexander Purves and Allan Dehar.
- 2.10.3. **Shelving:** Shelving types are compact shelving and standard slotted steel library shelving, similar to the shelving in SML.
- 2.10.4. **Receiving Areas:** There is a loading dock for the Library on Congress Street. There is a passenger elevator.
- 2.10.5. **Environmental Controls:** The systems for Medical Library control temperature only and maintain office-grade environmental conditions, except for the Historical Medical Library stacks and the Cushing Center, which have full environmental controls.
- 2.10.6. **Lighting:** The majority of the lighting is fluorescent tube and compact fluorescent lamps.
- 2.10.7. **Sprinkler System:** The sprinkler system is standard wet-pipe, except for the Medical Historical Library locked stacks area, which is pre-action dry pipe.
- 2.10.8. **Security Systems:** There is 24 hour security guard patrol, security systems and cameras in the Sterling Medical building.
- 2.10.9. **Inventory Control System:** Items from Medical are barcoded and cataloged in Voyager, the Library's integrated library system (ILS). Items that are in the Medical Historical Library are not all barcoded, but are in Voyager. Barcoding of the Medical Historical Library collections is happening more systematically.
- 2.10.10. **Collections:** The Historical Medical Library is located in the Sterling Medical Building. The Historical Library contains a large and unique collection of rare medical books, medical journals to 1920, pamphlets, prints, and photographs, as well as current works on the history of medicine. The Historical Library has about 140,000 volumes, 7,000 prints, posters and drawings, and over 600 objects, not including the Streeter Collection. The notable Clements C. Fry Print Collection has fine prints and drawings from the 16th century to the present on medical subjects by artists such as Gillray, the Cruikshanks, Hogarth, and Daumier. The Edward Clark Streeter Collection of Weights and Measures is one of the most comprehensive and extensive collections of its kind in the world. Parts of this collection are on permanent display throughout the Library. The Cushing Center is located in the basement of the Sterling Medical Building, and houses a varied collection of materials associated with Harvey Cushing, including fluid-preserved brains, photographs, anatomical specimens, and rare books.

## 2.11. **Lewis Walpole Library**

- 2.11.1. The Lewis Walpole Library, located at 154 Main Street in Farmington, CT, is a series of buildings near the home once owned by Wilmarth Sheldon Lewis and Annie Burr Lewis.

The house and its contents were given to Yale in 1980 and it is now a research library for eighteenth-century studies and the prime source for the study of Horace Walpole and Strawberry Hill. It is open to researchers by appointment only.

- 2.11.2. **Construction:** The Library sits on 14 acres of mostly cleared land about a mile south of Farmington Center. The Library building is one of four on the site; it is a two-story white Georgian-style house built about 1784 for Revolutionary War General Solomon Cowles. The Lewises engaged the architect William Adams Delano to design their late 1920s addition to the house to accommodate their growing collection. The Library underwent a major building renovation project, completed in 2007, resulting in a new reading room, collection storage, staff and conservation workspace, an exhibition gallery, and a classroom. Next door to the Library is a simpler two-story white frame Colonial-style house, built for Army Captain Timothy Root in the same year as the Cowles House. It was completely renovated in 2001 to accommodate scholars working with the Library's collections, and now boasts nine bedrooms, each with private bath. In the center of the Library "campus quadrangle" is The William Day Museum of Indian Artifacts, a small, one-story red structure originally built 250 years ago by local Native Americans as part of their residence. It was moved to its present location to house an exhibit of artifacts first unearthed on the site by Bill Day, the Lewises' caretaker; later, Yale archaeologists organized several digs. Finally, a large red barn of eight bays with full loft completes the building complex. Originally used for agriculture and livestock, it now houses the facilities workshop and grounds equipment. This building is connected to the Cowles House. Collections are not held in the barn or in the Root House.
- 2.11.3. **Shelving:** Shelving type is compact shelving, located in the basement and second floor levels of the New Addition. The average aisle widths are 50" in the basement and 60" in the second floor area.
- 2.11.4. **Receiving Areas:** There is no loading dock access to this library. There is a passenger elevator and its dimensions are 73 ¼" x 51 ¼" x 84" with an opening of 84" x 41 ¾".
- 2.11.5. **Environmental Controls:** The William Day Museum does not have any environmental controls. The barn has radiant electric heat in the shop area only. The Cowles Home has furnace heating only. The Root House has heating and cooling control through air handling units and VAV boxes. The main library (New Addition) has full environmental control, including humidification and dehumidification.
- 2.11.6. **Lighting:** The majority of lighting at Walpole is fluorescent tube and compact fluorescent lamps. The lighting in the gallery space and the hallways which were part of the original house are incandescent. Lighting in the Root House is about a 50-50 split between fluorescent and incandescent. The same is true in the Barn.
- 2.11.7. **Sprinkler System:** The sprinkler system is standard wet-pipe in the main Library (New Addition) and the Root House. There is no sprinkler system in the Cowles House, Day Museum or the Barn, but there is fire detection.
- 2.11.8. **Security Systems:** All buildings are monitored (by Cultural Properties, a security subset at Yale) security systems in all building on this campus. There are two separate systems.

One monitors the main Library, the Cowles House and the Day Museum. The other monitors the Root House and the Barn.

2.11.9. **Inventory Control System:** Items from Walpole are barcoded and cataloged in Voyager, the Library's integrated library system (ILS).

2.12. **Center for Science and Social Science Information (CSSSI)**

2.12.1. The Center for Science and Social Science Information (CSSSI) is located in the basement (beneath the plaza) of the Kline Biology Tower. Its street address is 219 Prospect Street in New Haven, CT.

2.12.2. **Construction:** The Kline Biology Tower was completed in 1965 as part of the Kline Science Center on Pierson Sage Square. Philip Johnson Associates served as the architects for the reinforced concrete brick and brownstone building. The 14-story tower is designed as a research laboratory for the Department of Biology. The tower is directly connected to the Sloane Physics Laboratory and the Josiah W. Gibbs Research Laboratory by tunnels. The library space was renovated in 2011.

2.12.3. **Shelving:** Shelving type is standard metal library shelving, braced at the floor.

2.12.4. **Receiving Areas:** There are three passenger elevators that go to the main level of CSSSI. The stacks level is only accessible via staircase, which is 30" wide. The doorway to the stacks is 34.5" x 82". The passenger elevator has an opening dimension of 46" x 85".

2.12.5. **Environmental Controls:** The systems for CSSSI control temperature only and maintain office-grade environmental conditions.

2.12.6. **Lighting:** The majority of the lighting is fluorescent tube and compact fluorescent lamps.

2.12.7. **Sprinkler System:** The sprinkler system is standard wet-pipe.

2.12.8. **Security Systems:** There are security alarms, security cameras, and a security guard stationed at the Library.

2.12.9. **Inventory Control System:** Items from CSSSI are barcoded and cataloged in Voyager, the Library's integrated library system (ILS).

2.13. **Classics Library**

2.13.1. The Classics Library occupies the entire 5<sup>th</sup> floor of Phelps Hall, which is at 344 College Street in New Haven, CT. The library occupies 7,090 square feet.

2.13.2. **Construction:** The Library has been located in Phelps Hall since 1896 and has been administratively part of the larger Arts Library system since 1999. The collection, with more than 28,000 volumes, covers many subjects that include Greek and Latin texts, textual criticism, inscriptions, paleography, papyrology, epigraphy, Greek and Roman literature, philology, numismatics, ancient history, Greek and Roman law, classical archaeology and art, Greek and Roman mythology and religion, ancient philosophy and science, ancient music, classical scholarship, Byzantine studies, and the early history and literature of Christianity

2.13.3. **Shelving:** Shelving type is standard library shelving.

- 2.13.4. **Receiving Areas:** There is no loading dock access to this library. There is a passenger elevator that leads directly to the library and its dimensions are approximately 8' x 6'.
- 2.13.5. **Environmental Controls:** The systems for the Classics Library control temperature only and maintain office-grade environmental conditions.
- 2.13.6. **Lighting:** The majority of lighting in Classics is fluorescent tube lamps.
- 2.13.7. **Sprinkler System:** The sprinkler system is standard wet-pipe.
- 2.13.8. **Security Systems:** Swipe card access is necessary to reach the Classics Library in the elevator and stairwell. Access to the Classics Library is restricted to current Yale faculty, students, and staff.
- 2.13.9. **Inventory Control System:** Items from Classics are cataloged in Voyager, the Library's integrated library system (ILS). The majority of the collections are not barcoded and this is a non-circulating collection.

## **2.14. Oral History of American Music**

- 2.14.1. The Oral History of American Music (OHAM) is located at 310 Prospect Street in New Haven. It occupies 1,445 SF of the building.
- 2.14.2. **Construction:** The building is a large 2 1/2 Tudor Revival home complete with mock half-timbering and trap rock cut-stone built in 1896 for John Schwab. The architect was R. Clipston Sturgis. For many years used as offices for the Gesell Institute of Child Development.
- 2.14.3. **Shelving:** The shelving type is standard steel library shelving.
- 2.14.4. **Receiving Areas:** There is no loading dock access to this library. OHAM is all on the first floor. There are a set of stairs outside of the building to enter OHAM.
- 2.14.5. **Environmental Controls:** The systems for OHAM control temperature only and maintain office-grade environmental conditions.
- 2.14.6. **Lighting:** The majority of lighting in OHAM is fluorescent tube and compact fluorescent lamps.
- 2.14.7. **Sprinkler System:** The sprinkler system is standard wet-pipe.
- 2.14.8. **Security Systems:** There are security cameras in the building.
- 2.14.9. **Inventory Control System:** There is no computerized inventory control system for the collections at OHAM. These collections do not circulate.

## **3. CONTRACTOR REQUIREMENTS**

### **3.1. General Capability Requirements**

- 3.1.1. The Contractor must be capable of performing disaster response and stabilization services in any of the Library's spaces listed in Section 2.
- 3.1.2. The Contractor must be experienced in dealing with and protecting all types of collections and materials listed in Sections 2 and 3.
- 3.1.3. The Contractor can be reached 24 hours, 7 days a week, 365 days a year to respond to a call for services.
- 3.1.4. The Contractor has scalable capability and resources (e.g., facilities, man power, management, equipment, supplies, transport, freezers, and logistics) to manage all types

of emergencies that may affect the Library collections regardless of size. In case of large scale disaster (including a disaster affecting the LSF), the Contractor is expected to have the ability to manage the stabilization and/or recovery of collection materials that could add up to tens of thousands of items.

- 3.1.5. The Contractor shall manage the total work effort associated with the required services to meet all objectives. Management includes, but is not limited to: planning, scheduling, cost projecting and accounting, establishing and maintaining documentation and records, report preparation, and quality control.
- 3.1.6. The Contractor shall implement all necessary work control procedures to ensure timely accomplishment of work, as well as to permit tracking and reporting work in progress. The Contractor shall plan and schedule work to ensure material, labor, equipment, and supplies are available to meet the work requirements within the specified time limits and in conformance with the quality standards established.
- 3.1.7. The Contractor shall obtain all required permits, licenses, certifications, and authorizations to perform work under this contract and comply with all applicable federal, state, and local laws and regulations. The Contractor shall provide evidence of such permits and licenses to the Library at any time at the request of the Library.
- 3.1.8. The Contractor shall make all the necessary arrangements through the appropriate Library office as necessary to obtain access to buildings, facilities, and other work areas, and when required, to arrange for them to be opened and closed by Library staff.
- 3.1.9. The Contractor has developed and maintained a safety program to promote safety, ensure accident prevention, provide incentive to work safely, and reduce potential for personnel or property damage. The Contractor will provide a copy of their safety plan and provisions for its staff's Personal Protective Equipment (PPE).

### **3.2. Staffing Requirements**

- 3.2.1. The Contractor shall ensure adequate staffing levels at all times. The Contractor shall be responsible for assigning sufficient personnel to the performance of this contract to ensure timely completion of all requirements. Staff reductions shall not be used as a rationale for services not being performed.
- 3.2.2. The Contractor shall have adequate numbers of staff with the necessary qualifications and skills, or shall have a network of vendors in place for additional resources. Some parts of the stabilization operations may be sub-contracted (for instance, freezer storage space), but the coordination and majority of stabilization operations shall be conducted by the Contractor. All sub-contractors must be agreed upon by the Preservation Representative.
- 3.2.3. The Contractor shall name the Project Manager who will have overall responsibility for the disaster response and recovery operations and responsibility for communication with the Library. The Contractor's Project Manager shall be onsite for the entire duration of the disaster response and stabilization efforts and shall direct all work by the Contractor's staff. If the Contractor's Project Manager must leave the site for any period of time, another Manager or Supervisor shall be appointed, and the Library shall be notified in advance of this staffing change. The Contractor shall supply the name(s) and resume(s) or the Project Manager(s), including a list of references.

- 3.2.4. The Contractor shall provide estimates for the number of staff required to respond to disasters of varying size. The Contractor shall be able to provide adequate numbers of staff for any size disaster within any of the Library locations listed in Section 2.
- 3.2.5. The Contractor shall disclose whether permanent staff will be used, or if individuals will be hired locally. The Contractor shall describe in detail its screening and training procedures so that the Library may determine the adequacy of the skill level of the individuals being hired. The Contractor shall indicate whether any background check is performed on individuals before they are hired.
- 3.2.6. The Contractor has adequate numbers of trained staff with the skills and experience to assess, stabilize, and recover collections on different types of media of varying value, and suffering from different types of damage.
- 3.2.7. The Contractor has adequate numbers of trained and qualified staff with the skills and expertise to manage disaster response and recovery projects including management, supervision, training, administration, and facilitating communications.
- 3.2.8. The Library will provide instructions for the successful Contractor to obtain Contractor Identification for all staff working on-site at the Library. The Contractor staff must wear clothing or some other means of identification that immediately identifies the individual as working for the Contractor.
- 3.2.9. While at any Yale location, the Contractor's personnel, agents, and subcontractors shall comply with all reasonable requests, standard rules, and regulations of Yale University as communicated to the Contractor regarding personal and professional conduct, including without limitation any security or privacy requirements, and shall otherwise conduct themselves in a businesslike manner.
- 3.2.10. The Library reserves the right to require the immediate removal or dismissal of any of the Contractor's staff if it is in the Library's judgment that his or her presence is not in the best interest of the Library or the project.
- 3.2.11. The Contractor shall cooperate with Library staff working on response, recovery, or stabilization. Library Preservation staff may train Contractor staff to follow Preservation's policies and procedures, especially with regards to proper handling of collection materials.

### **3.3. Financial Requirements**

- 3.3.1. The Contractor is required to submit supporting documentation indicating that the Contractor has the financial and human resources to conduct disaster response, stabilization, and recovery services. Supporting documentation may be in the form of, but is not restricted to, the company's annual report, several years of statements of income and retained earnings, and/or the most recent balance sheet and income statement. The Contractor is required to identify the number of full-time, permanent employees.

### **3.4. Service Requirements**

#### **3.4.1. Disaster Response**

- 3.4.1.1. The Contractor shall respond to a call for disaster response services and send a trained and experienced representative to assess the affected collections and begin establishing a Stabilization Plan (see Section 3.4.2.4) within 24 hours of initial notification by the Library.



- 3.4.1.2. The Contractor shall enact stabilization services scaled to the size of the disaster no later than 24 hours after initial notification by the Library (or within 24 hours after access has been enabled), assuming an approved Stabilization Plan is in place.
  - 3.4.1.3. As soon as the affected site is safe and secure, the Contractor shall provide expert consultation on site to assess the condition of the collections and work with the Preservation Representative to determine the type and amount of stabilization effort required. The Contractor shall provide specific recommendations for the appropriate removal techniques to be employed at the disaster site.
  - 3.4.1.4. The Contractor shall work with the Library to write a Stabilization Plan (see Section 3.4.2.4) based on the agreed-upon services and costs defined in the Contract, which will be based on this Request for Proposal.
  - 3.4.1.5. The Stabilization Plan will serve as the basis for all immediate response activities. After items have been stabilized, the work will enter the Recovery phase, which will be based upon the Recovery Plan.
  - 3.4.1.6. Upon granted access, the Contractor shall immediately begin documenting the state of the disaster site and the condition of collections.
  - 3.4.1.7. The Contractor shall follow procedures outlined in the Stabilization Plan and work with previously agreed-upon preservation best practices and procedures in place for the systematic, non-damaging removal of library materials from the disaster site.
  - 3.4.1.8. The Contractor shall provide trained labor, experienced supervision, approved materials and supplies, and approved equipment needed for disaster response.
- 3.4.2. General Stabilization Requirements**
- 3.4.2.1. The Contractor shall provide professional advice on practical, efficient options for the stabilization and recovery of the collections and storage systems within 24 hours of being contacted (or within 24 hours after the site is accessible).
  - 3.4.2.2. The Contractor shall consult with the Preservation Representative and building or facilities representative to obtain approval for commencing services needed to accomplish the stabilization and recovery of collection materials, within 24 hours of being contacted.
  - 3.4.2.3. The Contractor shall collaborate with Library staff to create a Stabilization Plan documenting stabilization priorities, based on type and extent of damage, type of material affected, and rarity and/or importance of material.
  - 3.4.2.4. The Stabilization Plan shall be written at the time of a disaster event, in coordination with the Preservation Representative and other relevant Preservation or Library staff. The Stabilization Plan shall include:
    - 3.4.2.4.1. The summarized condition assessment of damaged collections
    - 3.4.2.4.2. Proposal for the safe and secure stabilization of the collections
    - 3.4.2.4.3. Plans for documentation, tracking, and transportation of the collections
    - 3.4.2.4.4. Stabilization Schedule
    - 3.4.2.4.5. Detailed cost estimate (including labor, material, and equipment costs)
    - 3.4.2.4.6. Proposed procedures, equipment, tools, and supplies to be used
    - 3.4.2.4.7. Qualifications of the supervisor and staff who will complete the work

- 3.4.2.5. The Contractor shall remove and stabilize materials in a timely manner to minimize the risk of further damage to the collections.
  - 3.4.2.6. The Contractor will provide secure, environmentally controlled working space to facilitate the stabilization and treatment of damaged material.
  - 3.4.2.7. The Contractor shall provide all labor, material, and equipment for the safe and secure stabilization and transportation of materials, including dry cargo transport trucks or freezer trucks as needed. The Contractor shall also provide packing supplies, pallets, and materials need to secure palletized containers.
  - 3.4.2.8. Stabilization activities will be conducted in collaboration with Library Preservation staff, and will result in proper packing, transportation, inventory, and moving of collections materials to temporary, Contractor- or University-facilitated off-site storage for stabilization or treatment. Preservation staff may instruct Contractor staff on established Preservation triage methods and handling of damaged materials.
  - 3.4.2.9. The Contractor will document stabilization activities with both text and images.
  - 3.4.2.10. The Contractor will meet regularly with the Preservation Representative and other Library stakeholders throughout all disaster response and recovery activities.
- 3.4.3. Stabilization and Recovery Activities Requirements**
- 3.4.3.1. Environmental Stabilization**
    - 3.4.3.1.1. A long-term HVAC outage may be identified by the Preservation Representative as a disaster; the Contractor shall be capable of stabilizing the environment in any of the Library's spaces for an undetermined amount of time.
    - 3.4.3.1.2. The Contractor shall have the expertise to stabilize and maintain the temperature and RH to levels established along with the Preservation Representative. The Contractor shall also have or obtain the appropriate equipment and staff for environmental stabilization.
  - 3.4.3.2. Retrieval and Packing**
    - 3.4.3.2.1. In the event shelving has collapsed or compact shelving is broken, the Contractor must be capable of gaining access to materials while avoiding causing further damage to collections.
    - 3.4.3.2.2. The Contractor must be able to retrieve materials from the Library's varied shelving systems, including the high-density, high-bay shelving at the Library Shelving Facility.
    - 3.4.3.2.3. The Contractor shall provide boxes, pallets, book carts, or other necessary containers for transporting materials. All materials for transport must be structurally sound, clean, and dry with no evidence of mold, oil or grease, previous stains or insect infestation.
    - 3.4.3.2.4. The Contractor must ensure that boxes can hold the appropriate weights of wet materials, and are not packed too heavily so they can be easily moved.

3.4.3.2.5. To the extent possible, archival materials shall be maintained in their original order in their original enclosures.

**3.4.3.3. Transporting collections materials**

- 3.4.3.3.1. The Contractor will provide transportation that meets all Library requirements for transporting collection material removed from the facility.
- 3.4.3.3.2. The Contractor will ensure that collection material is not tampered with during transport.
- 3.4.3.3.3. Transportation must comply with all local, state, and federal rules and regulations.
- 3.4.3.3.4. The Contractor must provide item-level documentation including a signed manifest detailing all materials leaving any Library facility. The manifest will list the contents of each shipping container.
- 3.4.3.3.5. The Contractor must provide prompt notification upon receipt of shipment.
- 3.4.3.3.6. Contractor-furnished containers must be designed to deter theft in transit and minimize physical damage to books and other materials due to accidents, rough container handling, or exposure to water.
- 3.4.3.3.7. Pallets loaded with materials may not be left unattended, except in a Library-approved, secure area.
- 3.4.3.3.8. Transport will be point-to-point with no overnight stays or layovers. A second driver will be required so that the collection materials are continuously accompanied throughout transit. One driver is to remain with the materials at all times.
- 3.4.3.3.9. Pallets loaded with collection materials may not be left outdoors, on a loading dock, or be exposed to rain, heat, or other deleterious elements.
- 3.4.3.3.10. Climate-controlled trucks may be required to move materials, with conditions specified by the Library in the Stabilization Plan.
- 3.4.3.3.11. All trucks used for transport should be air-ride, rigid-side trailers (no soft-sided trucks).
- 3.4.3.3.12. Trucks used for transport must be clean of mold, foodstuffs, chemicals, stains from previous use, and hazardous materials. Trucks must not leak, and there must be no possibility that water can enter the truck.
- 3.4.3.3.13. Trucks may be required to be dedicated to Library material shipment only.
- 3.4.3.3.14. The Contractor may be required to provide fork lifts or similar vehicles to transport pallets loaded with materials within the facility directly to the trucks.
- 3.4.3.3.15. The Library may require Library staff to be present during loading or unloading of containers.
- 3.4.3.3.16. Collection materials must be physically secured to the truck interior to ensure that the containers and pallets do not shift during transit.

- 3.4.3.3.17. The Preservation Representative may specify maximum height for container stacking, need for corner supports and/or inter-layers of corrugated board between container levels, and pallets must be secured with stretch wrap or similar material.
- 3.4.3.3.18. When treatment is completed, the Contractor must carefully pack dried materials in order, in appropriate secure, non-damaging containers and ship or deliver them back to the Library, using shipping or delivery methods agreed to by the Preservation Representative.
- 3.4.3.3.19. The Contractor must work with Library staff to restore collection materials to their proper locations for staff and patron use when the storage area and all shelving, cabinetry, and other storage furniture have been returned to working order and the site has been declared safe for both collections materials and human occupancy.

#### **3.4.3.4. Rehousing**

- 3.4.3.4.1. All collection materials must be kept within original boxes or enclosures, unless the Stabilization Plan makes other provisions, or the Preservation Representative approves transfer to new boxes or enclosures.
- 3.4.3.4.2. If the Contractor removes an item from its original housing, the Contractor must have a system in place that allows for the correct return of items with their original housing and/or identifying information.
- 3.4.3.4.3. The Contractor shall work with the Preservation Representative or other designated Library Representative to establish guidelines for enclosure replacement.
- 3.4.3.4.4. The Preservation Representative shall approve all boxes or containers for re-housing.

#### **3.4.3.5. Inventory and Tracking**

- 3.4.3.5.1. The Contractor shall identify and inventory all materials during stabilization, transportation, and storage. The Contractor will work with relevant Preservation, IT, and other Library staff to establish a plan for tracking materials. The Contractor will track items at the item-level. To the extent possible, the Library will grant access to the Library's ILS and/or the LSF's inventory control system in order to aid in inventory and tracking.
- 3.4.3.5.2. The Contractor shall track items at the item-level at all times.
- 3.4.3.5.3. The Contractor shall retain identifying information associated with all items.
- 3.4.3.5.4. The Contractor will indicate what type of system is used to inventory and track items (e.g. adhesive labels, tags, etc.) The Contractor will work with Preservation staff to establish a system for barcoding items that are not barcoded, or have lost their barcode in the disaster. The system will be detailed in the Stabilization Plan. The system shall not cause permanent damage or leave residue on Library collections, furniture, or equipment.

3.4.3.5.5. The Contractor is responsible for removing any residue or repairing any damage caused by adhesive labels or marking materials. No adhesive labels or tags shall be applied directly to collection materials.

**3.4.3.6. Freezing**

3.4.3.6.1. The Contractor shall provide secure freezer storage for damaged materials that may be frozen.

3.4.3.6.2. Collection materials may be frozen in transit or at the Contractor's facility or other sub-contracted facility.

3.4.3.6.3. Sub-contracted freezer facilities shall meet the same requirements as Contractor facilities, and be approved by the Preservation Representative.

3.4.3.6.4. The Contractor must provide documentation of the temperature inside boxes or containers being frozen to ensure that materials have been frozen within the specified timeframe.<sup>1</sup> If items are packed on a pallet, the temperature of the innermost box must be documented.

3.4.3.6.5. Temperature of the freezing facility must be monitored and documented.

3.4.3.6.6. Cycling of the temperature within the freezing facility is unacceptable.

3.4.3.6.7. The Library may require that materials not share freezer or drying chamber space with materials belonging to any other customer.

3.4.3.6.8. The Contractor shall not freeze media that will incur further damage upon freezing (e.g. specific photographic and electronic media formats). The Library will identify formats that cannot be frozen, and the Contractor will not freeze those formats identified.

**3.4.3.7. Vacuum Freeze-Drying**

3.4.3.7.1. If the contractor is freeze-drying, the Contractor must dry materials using a 24-hour computer-monitored vacuum freeze-drying process to return the moisture content of the water-damaged materials to single digits (5-8% preferred). The Contractor shall indicate its method for determining the moisture content of water-damaged materials.

3.4.3.7.2. During vacuum freeze-drying, materials must be frozen to a temperature of at least -25°F.

3.4.3.7.3. The Contractor must provide data to the library documenting the conditions to which materials have been exposed, and the duration of those conditions.

3.4.3.7.4. At no time may the drying chamber exceed 120°F.

3.4.3.7.5. The Library may require that collections may not share drying chamber space with materials belonging to any other customer.

**3.4.3.8. Desiccant or Air-Drying Materials**

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<sup>1</sup> Make sure this is specified

- 3.4.3.8.1. Desiccant drying may be ordered by the Preservation Representative for drying out the facility, furnishings, or selected materials (e.g. photographic materials).
  - 3.4.3.8.2. Protective enclosures (such as polyester sleeves) that impede drying may be removed from materials with the approval of the Preservation Representative.
  - 3.4.3.8.3. The Library may require the Contractor to interleave coated paper and photographic materials during the drying process.
  - 3.4.3.8.4. The Contractor will work with the Preservation Representative to ensure appropriate conditions and safeguards are in place to eliminate the possibility of mold growth during the drying process.
- 3.4.3.9. Cleaning**
- 3.4.3.9.1. The Contractor must be equipped to provide specialized cleaning services as required to manage mold remediation, smoke and soot removal, and deodorization.
  - 3.4.3.9.2. The Contractor must be equipped to provide cleaning services for materials contaminated by hazardous waste.
  - 3.4.3.9.3. The Contractor must outline the methods and materials for hand-cleaning individual collection materials when necessary due to the presence of mold, insect, or animal waste, soot, or other particulates.
  - 3.4.3.9.4. The Preservation Representative must approve of any proposed techniques and materials for cleaning. Standards will be specified at the time of the Stabilization Plan issuance, and will depend on the nature of the materials damaged and requirements for use.
  - 3.4.3.9.5. The Contractor must clean damaged materials using the methodology and technology approved by the Preservation Representative. The Preservation Representative may observe and approve or alter techniques and treatment results.
  - 3.4.3.9.6. The Contractor must use variable-speed vacuums with attachments and HEPA-filtration, used by trained operators, to clean damaged and delicate materials.
  - 3.4.3.9.7. The Preservation Representative may specify replacement of housings or filing materials such as folders, dividers, and spacers when these materials are too damaged to clean.
- 3.4.3.10. Security**
- 3.4.3.10.1. The Contractor will work with appropriate Library security managers to establish security protocols, security staffing needs, and communications between Security and the Contractor.
  - 3.4.3.10.2. The Contractor shall communicate plans for protecting Library property from loss or damage from theft, vandalism, and inclement weather throughout all disaster response and recovery activities.

- 3.4.3.10.3. Security of Contractor facilities shall be ensured by either 24-hour guard or constantly monitored electronic surveillance.
- 3.4.3.10.4. The Contractor is responsible for all loss and damages to material at replacement value.
- 3.4.3.11. **Bound Volumes (not already stored in boxes)**
  - 3.4.3.11.1. Volumes not already boxed must be packed for transport.
  - 3.4.3.11.2. The Contractor shall prevent items from sticking together during freezing. The Contractor may be required to wrap items in freezer paper prior to boxing.
  - 3.4.3.11.3. Distorted books may be gently re-shaped while wrapping and packing.
  - 3.4.3.11.4. Books packed in boxes must be packed spine down or flat into boxes, and small volumes should not be packed next to large volumes.
  - 3.4.3.11.5. Shrink-wrap plastic may be removed to expedite drying.
  - 3.4.3.11.6. Volumes that are to be transported and are too large for boxing in standard 1.2 cubic foot containers may be stacked on pallets, supported by thick cardboard sheets inserted between layers. Preservation staff will determine how many books can be stacked on top of each other within each layer, which will depend on weight, size, and condition of binding (the goal is to minimize distortion and ensure that the weight does not damage the bindings while the items are wet).
- 3.4.3.12. **Flat Photographic Materials (printed on paper, film, and/or other supports such as metal or glass)**
  - 3.4.3.12.1. Photographic flat print and film materials must be handled according to protocols established by the Preservation Department and outlined in the Stabilization Plan. Particularly vulnerable media (photographs on glass, metal, or other non-paper supports) require special care and handling.
  - 3.4.3.12.2. The Contractor may not apply pressure to wet or damp photographic materials.
  - 3.4.3.12.3. The Contractor must ensure that photographic materials do not stick together.
  - 3.4.3.12.4. Noticeably deteriorated nitrate and acetate film will be kept cold and segregated for examination and consultation by the Preservation Representative or designated Library Representative.
  - 3.4.3.12.5. The Contractor will never use heat for drying photographic materials without the explicit knowledge and consent of the Preservation Representative.
  - 3.4.3.12.6. If the quantity of photographic materials dictates that materials be frozen, cycling of freezing and thawing is not allowed.
  - 3.4.3.12.7. The vendor will never freeze photographic formats that will suffer further damage as a result of freezing (e.g. glass plate negatives, tin types, etc.)

- 3.4.3.12.8. If photographic items on non-paper or film supports are broken, the Contractor will keep the photographs flat, retain orientation of all parts, and repackage in accordance with instructions from the Preservation Representative.
- 3.4.3.13. **Oversized Paper-based or Photographic Print Materials**
  - 3.4.3.13.1. Flat, oversized, paper-based or photographic print materials housed in flat file drawers must be supported for transport and treatment.
  - 3.4.3.13.2. Flat, oversized materials may be left in the drawer to transport for freezing and/or vacuum freeze-drying.
  - 3.4.3.13.3. Excess standing water must be removed from drawers prior to transport.
  - 3.4.3.13.4. A top cover must be used to protect the contents of drawers; cardboard wrapped in polyethylene sheeting may be used.
  - 3.4.3.13.5. Rolled oversized materials must be supported to keep the rolls from bending. Slings made of polyethylene between wooden rods, or an alternate system approved by the Preservation Representative, must be used to transport rolled items.
- 3.4.3.14. **Motion Picture Film**
  - 3.4.3.14.1. Rewashing and drying film within 48 hours is the preferred treatment for motion picture film; however, if rewashing within that time is not possible, the Contractor may keep film wet and freeze it.
- 3.4.3.15. **Tangible Digital Media Stabilization and Recovery (video tape, audio tape, etc.), and digital recordings (CD, DVD, optical disc, etc.)**
  - 3.4.3.15.1. Information technology recovery is outside the scope of this RFP; however, services rendered by the Contractor may include recovery of affected tangible digital media.
  - 3.4.3.15.2. The Contractor must label recovered data clearly on individual housing, indicating the source of the information. The Contractor may remove discs from sleeves or jackets, but must preserve all accompanying identification and documentation.
  - 3.4.3.15.3. The Contractor must not freeze, vacuum freeze-dry, or expose digital recordings on discs to heat.
  - 3.4.3.15.4. The Contractor must support discs fully during drying to ensure they remain flat.
  - 3.4.3.15.5. The Contractor must not use materials or techniques that scratch the playing surface of the discs.
- 3.4.3.16. **Microfilm**
  - 3.4.3.16.1. Rewashing and drying film within 48 hours is the preferred treatment for microfilm; however, if rewashing within that time is not possible, the Contractor may keep film wet and freeze it.
  - 3.4.3.16.2. The Contractor will work with the Preservation Representative or other appropriate Library representative to determine which microfilm rolls



should be salvaged and which are duplicates with master negatives elsewhere that need not be salvaged.

**3.4.3.17. Miscellaneous non-book formats (artifacts, paintings, etc.)**

3.4.3.17.1. The Contractor must be able to stabilize and prevent damage to musical instruments, ceramics, metals, paintings, framed artwork, furniture, and any other miscellaneous objects within the Library's collections. The Preservation Representative will aid in directing the Contractor in procedures for wet cleaning or air-drying.

3.4.3.17.2. The Contractor must avoid moving or applying pressure to wet or damp artifacts. Wet artifacts must not come into contact with any other materials until the Preservation Representative provides direction.

3.4.3.17.3. The Contractor may be required to provide storage boxes or other containers appropriate to these materials, and may be required to move and transport large, heavy holdings such as sculptures and paintings. If storage boxes or containers are damaged, the Contractor, in consultation with the Preservation Representative, must develop a plan to transfer these collections to dry, clean boxes following guidelines for enclosure replacement.

3.4.3.17.4. The Contractor must consult with the Preservation Representative before recovering artifacts. The Preservation Representative may approve sub-contractors with expertise in the particular type of damaged object.

**3.4.4. Recovery**

3.4.4.1. Unless otherwise specified in the Stabilization Plan, the Contractor will consult with the Preservation Representative before treating any items.

3.4.4.2. After affected materials have been stabilized and securely stored, the Contractor will work with the Preservation Representative and other Library stakeholders to draft a Recovery Plan for the damaged materials.

3.4.4.3. The Contractor shall provide professional advice on practical, efficient options for recovering the collections, including every format affected in the disaster.

3.4.4.4. The Recovery Plan shall include:

3.4.4.4.1. Recovery timeline

3.4.4.4.2. Cost estimate for all recovery activities (recovery activities will depend on size, scale, and location of disaster but will likely include rehousing, labeling, and reshelving damaged materials)

3.4.4.4.3. Recovery procedures for every format affected in the disaster. Recovery procedures shall follow appropriate industry methods and standards specific to each type of item.

3.4.4.4.3.1. Specifications for the recovery of digital media shall include descriptions of security procedures and equipment. The Contractor must transfer recovered data to the format specified by the Preservation Representative.

- 3.4.4.5. The Contractor shall wait for approval by the Preservation Representative before beginning recovery activities, unless otherwise specified in the Stabilization Plan.
- 3.4.4.6. The Contractor may subcontract portions of the Recovery process. Any subcontractor must be approved by the Preservation Representative.
- 3.4.4.7. After approval of the Recovery Plan, the Contractor will obtain resources needed to accomplish the agreed-upon recovery plan. The Contractor will provide sufficient staff, materials, and equipment throughout the recovery effort.
- 3.4.4.8. The Contractor may be required to use Library approved equipment to perform recovery of damaged materials.

#### **4. TESTING AND QUALITY ASSURANCE**

##### **4.1. Level of quality**

4.1.1. The Contractor will provide services with the highest level of expertise, quality, and care within the collections stabilization and recovery industry. The Library reserves the right to discontinue or not to accept the Contractor's work for any of the following reasons:

- 4.1.1.1. Hazardous conditions or activities endanger human safety, security, collections, or create operational risks for the Library
- 4.1.1.2. Work is deemed superfluous, unnecessary, or outside the scope of agreed-upon work
- 4.1.1.3. Use of materials that do not meet Library approval or acceptance, and/or which require work to be redone
- 4.1.1.4. New directives are determined due to events or conditions arising during the execution of the work

##### **4.1.2. Inspection Processes**

- 4.1.2.1. The Library reserves the right to conduct inspections of the Contractor's work at any time and at any of the Library's or Contractor's working locations.
- 4.1.2.2. The Contractor will provide Library staff access to the Contractor's working location, in order to access any owned or lease storage space, subject to normal safety and security procedures. Library staff must be able to assess current operations and any anticipated changes.
- 4.1.2.3. Stages that might be inspected by the Library include, but are not limited to:
  - Documentation
  - Thoroughness of tracking items
  - Quality of stabilization and recovery activities
  - Quality of activities associate with transportation
  - Quality and completeness of returned collections.

#### **5. DELIVERABLES**

##### **5.1. Services**

- 5.1.1. The Contractor will be reachable by phone 24 hours a day, 7 days a week, 365 days a year.
- 5.1.2. Contractor staff will be on-site as soon as possible, but no later than 24 hours after the site's being declared accessible.

5.1.3. The Contractor will begin working with Library staff to establish a Stabilization Plan within 24 hours of the disaster.

## **5.2. Products and Documentation**

### **5.2.1. Communications Plan**

5.2.1.1. Before a disaster occurs, the Contractor will work with the Library to establish a Communications Plan. The Communications plan will specify the appropriate Library staff the Contractor should work with in a disaster, and protocols for reporting and communications during a disaster situation and the resulting stabilization and recovery process.

5.2.1.2. The Communications Plan will be compatible with the Library's disaster plans.

### **5.2.2. Stabilization Plan**

5.2.2.1. The Stabilization Plan (see Section 3.4.2.4) will document site and collections condition, and propose safe and secure stabilization of affected collections. The Stabilization Plan will be written in collaboration with the Preservation Representative and any other appropriate Library stakeholders as identified by the Preservation Representative.

5.2.2.2. The Stabilization Plan will be written specifically for the disaster; however, it will be based upon the Contract resulting from this RFP.

### **5.2.3. Inventory of affected materials**

5.2.3.1. The Contractor will maintain an inventory of every affected item.

5.2.3.2. Return shipments of materials to the Library will be accompanied by a manifest listing all items in the shipment.

5.2.3.3. The Contractor will be able to track an item at any point in the stabilization process. The Contractor will be able to identify the location and the condition of any item at any time.

### **5.2.4. Recovery Plan**

5.2.4.1. Depending on the extent of the disaster, the Contractor shall draft a final Recovery Plan no later than one month after all materials have been stabilized.

5.2.4.2. The Library shall respond to the draft within one month of receipt.

5.2.4.3. The Recovery Plan (see Section 3.4.4.4) will contain a description of affected collection items and a comprehensive condition assessment of damaged collections. The Contractor will work with the Preservation Representative, and other Library representatives as identified by the Preservation Representative, to establish a Recovery Plan.

### **5.2.5. Documentation**

5.2.5.1. The Contractor will maintain textual and photographic documentation of the disaster through all stages of the response, stabilization, and recovery processes.

5.2.5.2. The Contractor will produce a report that outlines the extent of damage, types of materials affected, buildings affected, storage systems affected, and condition of collection materials.

### **5.2.6. Final Report**

5.2.6.1. The Contractor will provide the Library with a final report detailing the results of all activities designated in the Stabilization and Recovery Plans.

## **6. PRE-EVENT ACTIVITIES**

### **6.1. Pre-bid visit/tour**

6.1.1. The potential Contractor is encouraged to make arrangements with the Library to tour all of the Library's collection spaces. The tour will include all spaces listed in Section 2. The date of the pre-bid visit/tour will depend on availability of the Contractor and of Tara Kennedy, Preservation Field Services Librarian, who will lead the tours.

### **6.2. Pre-disaster meeting(s)**

6.2.1. Upon the award of the contract, the Contractor shall meet with Library representatives within one month to discuss the Library's infrastructure and collections organization, the existing disaster response capabilities, and review disaster scenarios and planned response plans.

6.2.2. The Contractor and Library shall agree on:

- Communications Plan (see 5.2.1)
- Stabilization and recovery approaches
- Inventory procedures
- Supplies and equipment to be used
- Number of staff needed for varying sizes of disasters
- Stabilization techniques for different type of materials
- Cost and time of materials required.

6.2.3. The Contractor and Preservation Representative will review quality expectations and determine in advance the Library's expectations for recovery and stabilization work. The Library will specify its expectations for protocols and procedures, and will also specify materials or equipment it deems unsatisfactory for the recovery of collections materials. The Library reserves the right to deem equipment, procedures, or materials unsatisfactory at any point in the recovery process, and the Contractor will alter its approach based on discussions with the Preservation Representative. For more on Quality Assurance see Section 4.

## **7. INSTRUCTIONS FOR SUBMISSION**

7.1. The Library asks that the Contractor include the following in its response to this request for proposal:

7.1.1. Detailed description of its approach to disaster response, stabilization, and recovery efforts according to the specifications outlined in this RFP and information provided at the pre-quote visit/tour. This description shall indicate whether the Contractor can meet all requirements outlined in the RFP, and specify which (if any) of the requirements the Contractor cannot fulfill.

7.1.2. Proposed procedures and cost estimates (including labor, equipment, and materials) for all the stabilization activities listed in Section 3, and re-stated below. The Contractor shall indicate if it cannot meet any of the requirements stated in this RFP. Due to the number of unknowns, and the variation depending on size of disaster, only an estimated cost is

required for the purposes of this RFP. More detailed cost estimates will be required in a disaster, and are to be included in the Stabilization and Recovery Plans.

- Environmental Stabilization
- Retrieval and Packing
- Transporting collections materials
- Rehousing
- Inventory and Tracking
- Freezing
- Vacuum Freeze-Drying
- Desiccant or Air-Drying Materials
- Cleaning
- Security
- Stabilization and Recovery of:
  - Bound volumes
  - Flat photographic materials
  - Oversized paper-based or photographic print materials
  - Motion picture film
  - Tangible digital media
  - Microfilm
  - Miscellaneous non-book formats

7.1.3. Labor estimates shall include rates for the following people, as the Contractor sees applicable to its approach to disaster response and recovery. The Contractor may supply rates for additional personnel if appropriate.

- Project Manager
- Health and Safety Officer
- Certified Industrial Hygienist
- Technical Consultants/Engineers
- General Cleaning Laborer
- Clerical Staff
- General Restoration Supervisor/Technician
- Remediation Supervisor/Technician
- Resource Coordinator
- Project Accountant
- Industrial Corrosion Control Supervisor/Technician
- Documents Recovery Specialist
- Temporary Labor
- Inventory Pack Out Supervisor/Laborer
- Retrieval and Delivery Labor
- Mold, Mildew, Soot, or Biological Contamination Removal Supervisor/Technician

7.1.4. Proposed billing schedule

- 7.1.5. Resumes and references for key project staff
- 7.1.6. Estimates for the number of staff required for different scales of disasters
- 7.1.7. Documentation indicating that the Contractor has the financial and human resources to conduct disaster response and recovery services. Supporting documentation may be in the form of, but is not restricted to, the company's annual report, several years of statements of income and retained earnings, and/or the most recent balance sheet and income statement. The Contractor is required to identify its number of full-time, permanent employees.
- 7.1.8. List of projects of similar scope and complexity completed within the past five years, and all disaster response efforts completed within the past two years. The Contractor must submit the type of materials and numbers of linear feet and/or volumes recovered, the date and duration of the disaster response, stabilization, and recovery activities, and specific services that were performed.
- 7.1.9. The name, telephone number, and email of at least two library contacts qualified to comment on the performance of the Contractor. The Library will use the Relevant Past Performance Evaluation (Appendix A) to obtain information from contacts provided.
- 7.1.10. A positive statement affirming that the terms of the agreement detailed in the RFP are understood and that any subsequent agreement will incorporate the RFP by reference
- 7.2. The Contractor shall respond to every requirement contained within this RFP.
- 7.3. The Contractor shall finish this request for proposal completely and without reference to other documents.
- 7.4. The Contractor shall have the request for proposal signed by an authorized corporate officer of the company.
- 7.5. The request for proposal shall be submitted both electronically (as either a Microsoft Word Document or PDF) and in hard copy.
- 7.6. The response to this request for proposal shall be addressed to:

Tara Kennedy  
Preservation Field Services Librarian  
Sterling Memorial Library  
P.O. Bo 208240  
New Haven, CT 06520-8240  
[Tara.d.kennedy@yale.edu](mailto:Tara.d.kennedy@yale.edu)  
(203) 432-4335

- 7.7. The Contractor may request further information or clarification of the RFP. Any inquiries shall be addressed to Tara Kennedy, Preservation Field Services Librarian (contact information in Section 7.6)
- 7.8. The Contractor is responsible for all costs associated with developing the RFP, including costs associated with arranging a tour of the facilities.
- 7.9. Yale is generally exempt from federal, state, and local taxes for purchases made in furtherance of its exempt mission, including Connecticut sales and use taxes (Permit E00015) and federal excise taxes (Exemption No. 06730237F). The Contractor shall not charge Yale for any taxes in

connection with the Order to the extent permitted by law. Without limiting the foregoing, Yale will not be responsible directly or indirectly (including by reimbursement to the Contractor) of any property taxes assessed on any leased property under this Order. The Contractor is familiar with and shall comply with the requirements applicable to claiming such exemptions. Yale shall provide copies of exemption certificates upon request.

## **8. EVALUATION CRITERIA**

8.1. The Contractor's response to this Request for Proposal will be evaluated using the following criteria. Contractor selection will be based on the best overall value to the Library.

8.1.1. Technical Approach and Capabilities: The Library will evaluate the Contractor's technical understanding and overall approach to disaster response and recovery activities. The Library will evaluate whether the Contractor is capable of fulfilling all requirements outlined in this RFP.

8.1.2. Personnel: The Library will assess the suitability of the Contractor's management and technical personnel. This may include qualifications, quality of references provided, and experience.

8.1.3. Relevant Past Performance: The Library will assess the demonstrated quality of performance on similar work, based on completion of the Past Performance Evaluation (Appendix A) and possibly a phone call to the library contacts given by the vendor.

8.1.4. Price: All other evaluation factors are significantly more important than cost or price. The choice of a Contractor will be based on the Library's assessment of the best overall value to the Library.

## **9. CONDITIONS OF THE REQUEST FOR PROPOSAL**

9.1. Contractor's responsibility for Assessment of the Extent and Difficulty of the Work

9.1.1. The lists of collections and facilities represent the most accurate, current lists, but may change over time. Any and all maps and plans provided are the best available, but may not necessarily reflect current conditions in the designated spaces, and are subject to change. Collection measurements provided are the best estimates available.

9.1.2. The Contractor has full responsibility for properly estimating (to the best of their ability, with the understanding that there are many unknowns in a disaster response and recovery operation, depending on the specific disaster) the difficulties and cost of performing services required by the RFP and will not be excused from that responsibility, nor will the Library pay any extra charges associated with the Contractor's failure to become acquainted with all information concerning the services to be performed.

9.1.3. By submitting a response, the Contractor acknowledges complete understanding of and willingness to comply with all of the specifications and conditions contained within the RFP and its attachments.

9.1.4. The Library reserves the right to reject any or all proposals. The Library reserves the right to check references provided and make other investigations into the qualifications of Contractors. The Library reserves the right to accept the entire proposal, the proposal for the main body of the work, or the proposal(s) for any additional or optional services, and to waive any formalities.

## **10. CONDITIONS OF AGREEMENT**

- 10.1. The conditions set forth in this section along with the response to this Request for Proposal shall be the basis for a subsequent agreement between the parties.
- 10.2. The Contractor shall be responsible for maintaining a reasonable level of care and protection to ensure that the Library's premises and property shall be protected from theft, vandalism, accident, damage, or otherwise, while the Contractor is using such property or is on such premise.
- 10.2.1. The Contractor shall make every effort to protect carpets, floors, walls, and elevator doors.
- 10.2.2. The Contractor shall not disconnect any utilities.
- 10.3. Key representatives from the Contractor shall meet with Library representatives and complete one or more training sessions that introduce the Contractor to the Library's infrastructure, organizational structure, inventory systems, and any other information that the Library deems critical for the Contractor to perform effectively. The Contractor shall undergo refresher training when the contract is renewed as a part of exercising an option year, or when there is a change in the Contractor's management. The Contractor is responsible for all costs associated with visits and training sessions.
- 10.4. The right of multiple contractors: The Library reserves the right to select one Contractor to perform the main body of the work and another to perform optional and additional services. If there are multiple Contractors, the Contractors must cooperate together with the Library's representative to develop a schedule which minimizes delays or operational problems. The Contractor shall cooperate in coordinating with Library staff and other Contractors to ensure that everyone involved in the response, stabilization, and recovery processes is able to perform his or her assigned tasks.
- 10.5. Contractor's insurance: The Contractor shall maintain, at a minimum, insurance in the amounts and coverage described below and shall otherwise comply with the requirements described below. Contractor shall provide evidence of such insurance prior to the delivery of any goods or services to Yale.
- 10.6. The Contractor will have on file in the Purchasing Department current certificates of insurance before performing any work at Yale. Certificates must include the following language: "Yale University is hereby named as additional insured under this policy for all liability coverages." The Purchasing department is located at:

25 Science Park  
150 Munson Street, 5<sup>th</sup> Floor  
New Haven, CT 06520

- COMMERCIAL GENERAL LIABILITY
  - Bodily Injury/Property Damage
    - \$2,000,000 CSL (Combined Single Limit) Each Occurrence/Aggregate
    - \$2,000,000 CSL Products/Competed Operations Aggregate
  - Personal and Advertising Injury
    - \$1,000,000 per Occurrence



- COMPREHENSIVE AUTOMOBILE LIABILITY—Including Owned, Non-Owned and Hired Vehicles
  - Bodily Injury/Property Damage
    - \$2,000,000 CSL per accident
- WORKER’S COMPENSATION
  - [Connecticut] Statutory Coverage
  - Employer’s Liability
    - \$100,000 Each Accident
    - \$500,000 Disease Policy Limit
    - \$100,000 Disease Each Employee
- UMBRELLA/EXCESS (if appropriate)
  - \$5,000,000 limit of liability each occurrence and aggregate
- PROFESSIONAL LIABILITY (if appropriate)
  - \$1,000,000 per person
- PROPERTY INSURANCE
  - In limits sufficient to cover the value of all of the collections in the Contractor’s possession
  - Yale University must be listed as Loss Payee
- Yale University must be shown as Additional Insured as respects liability.
- All insurance carriers must be rated A or better in the ***Best Guide***.
- Thirty (30) days of ***Notice of Cancellation*** on all policies is required.
- Please provide a brief description of the service you provide.
- All Certificates should be sent to the address below, or faxed to (203) 432-8231

Yale University  
 P.O. Box 208231  
 New Haven, CT 06520-8231  
 Attn: Risk Manager

- Exclusion other than these found on the ISO Policy Form must be indicated.
- Certificate must be signed by Agent/Broker.

10.7. Failure to Perform: If the Contractor does not perform the work contractually agreed to, the Contractor will be in breach of contract. As a result, monies will be withheld and/or the contract with the Contractor will be canceled.

10.8. Limitation of Liability: Circumstances in which damage occurs may not be the fault of the Contractor nor of the Library. Acts of God or the public enemy, war, fires, and flood will be considered out of the scope of liability for both the Contractor and the Library.

10.9. Contractor Liability: Damage may occur to the Library or Yale property because the Contractor or its employees acted with neglect. Without limiting Yale’s rights and remedies at law or in equity, Yale reserves the right to charge Contractor for any loss, expense (including reasonable attorneys’ fees) or damage sustained as a result of the Contractor’s failure to

deliver conforming goods or services or other breach of the Order, including without limitation expenses incurred in connection with Yale's purchase of substitute goods or services, incidental damages and consequential damages resulting from the Contractor's failure or breach.

- 10.10. Indemnification: The Contractor will not hold the Library or Yale responsible for any claims, suits, demands, and liabilities caused by the Contractor's omissions or neglect and arising directly or indirectly from the contract or work performed under the contract. Further, the Contractor shall defend, indemnify and hold harmless Yale, its officers, agents, and employees, from all costs and expenses arising out of damage or loss caused the negligence or misconduct of Contractor, its officers, agents or employees.
- 10.11. Accident Reports: The Library and Yale ask that the Contractor provide copies of any accident reports related to the performance of the work within 24 hours of the accident. These may be given to the Preservation Representative.
- 10.12. Independent Contractor: The Library and Yale do not recognize the Contractor and its employees as employees of the Library or Yale.
- 10.13. Compliance with Laws: The Contractor represents and warrants that, in the services to be delivered pursuant hereto, and in the provision of services hereunder, the Contractor has complied with all applicable federal, state, and municipal laws and regulations, including without limitation:
  - 10.13.1. All such laws and regulations pertaining to health, safety, and environmental standards
  - 10.13.2. All such laws and regulations pertaining to design, manufacture, testing, labeling, and transportation of such goods
  - 10.13.3. All such laws and regulations pertaining to affirmative action, nondiscrimination, and equal opportunity, including without limitation the requirements of the Fair Labor Standards Act of 1938, as amended, and the rules and regulations of the Secretary of Labor issued pursuant to Executive Order Number 11246 or September 24, 1965.
- 10.14. Labor Agreements: The Contractor is responsible for negotiating all labor agreements related to the work. A strike or other labor dispute or shortage at Yale shall not mitigate the Contractor's obligations hereunder.
- 10.15. Compliance with Applicable Rules and Regulations: The Contractor should keep itself informed of, comply with, and be familiar with all relevant laws and ordinances, and be responsible for any damages arising from failure to do so.
- 10.16. Non-assignability: The Contractor may only enter into subcontracts with the Library's prior written permission, and the existence of any subcontracts shall not release or reduce the Contractor's liability for any breach of contract.
- 10.17. Severability: If any provision of the contract is determined to be invalid, illegal, or unenforceable, the remaining provisions of this Agreement remain in full force, if the essential terms and conditions of this Agreement for each party remain valid, binding, and enforceable.
- 10.18. Waiver: No waiver by Yale or the Library of any provision of the contract or any breach hereunder shall be deemed a waiver of any other provision or subsequent breach, nor shall any such waiver constitute a continuing waiver. Delay or failure of Yale or the Library to insist

on strict performance of any provision of the contract or to exercise any rights or remedies hereunder shall not be deemed a waiver.

10.19. Notices: Formal written notices are to be conveyed by email and can be followed up with a paper copy sent through US Mail, if requested.

10.20. Fees, Permits, Licenses: The Contractor is responsible for acquiring any permits or licenses as necessary.

10.21. Governing Law: All matters arising under or related to the contract shall be construed and enforced in accordance with the laws of the State of Connecticut, without regard to conflicts of law rules.

10.22. Entire Agreement: The agreement and incorporated documents comprise the entire understanding between the Library, Yale, and the Contractor, and this understanding can only be changed in a document signed by both parties.

## APPENDIX A

### RELEVANT PAST PERFORMANCE EVALUATION

**To be completed by references and returned by references to Tara Kennedy, Field Services Librarian by the date specified. Failure to do so may result in rejection of the proposal.**

Your organization has been identified for participation in the past performance evaluation on [Contractor Name] for a current solicitation at Yale University Library. This survey will be used to evaluate the past performance for the Contractor.

Your candid response to these questions is important to our evaluation effort and may affect the award outcome. Please indicate “n/a” in any area that is not applicable to work performed on your contracting action. The names of individuals supplying past performance information will remain confidential. Please take a moment to complete the enclosed survey and email or fax the completed and signed survey to:

Tara Kennedy  
Field Services Librarian  
Sterling Memorial Library  
P.O. Bo 208240  
New Haven, CT 06520-8240  
[Tara.d.kennedy@yale.edu](mailto:Tara.d.kennedy@yale.edu)  
Phone: (203) 432-4335  
Fax: (203) 432-9900

A representative of Yale University Library may contact you to arrange a time for a phone interview to review the survey. If you have any questions regarding this survey please contact Tara Kennedy.

#### The Following Information is Requested:

- Institution
- Department or Unit
- Evaluator’s name, position, organization, and role in the contract
- Evaluator’s phone number and email address
- Number of months contractor performance was monitored by the evaluator
- Type of contract
- Contract number
- Contractor’s name, operating unit and address
- Contract initiation date
- Years remaining on contract
- Contract completion date (including extensions)
- Award amount
- Current contract dollar value (including exercised options and extensions)

- Projected final contract dollar value (including exercised options and extensions)
- Reason that award amount and current or projected final contract value differ (if they differ)
- Description of the work performed (include the size, scope, and complexity of the project)
- Indicate the types of facilities and collections covered by the contract, including whether or not the contract covers a high-bay, high-density storage facility
- Indicate the Contractor's response time: when they were first called, when they responded to the call, and when they arrived on site
- Describe any schedule changes and reasons for schedule changes (if any)
- Describe any departures from specifications regarding handling and/or treatment of collections in the original contract and reasons for those changes (if any)