



**ANSWERS TO QUESTIONS #2**

**RFP #1820VF**

**Databases and Related Services**

**Issued: May 22, 2018**

**Answers to vendor questions received to date are provided with the Library's response. Each question is listed in the order received, followed by the Library's Answer.**

## Databases and Related Services – Answers to Vendor Questions

**QUESTION 1** – “I am working on completing the RFP and was wondering if it’s available in a Word Document so that I can complete the Table 1. In the PDF, I am able to Fill & Sign but it would look cleaner if I was able to type it into a Word Document.”

**Answer** – The first 16 pages of the RFP will be posted as a Microsoft Word document on the Library website’s RFP page: <http://www.buffalolib.org/content/library-system/request-proposals>.

**QUESTION 2** – Reference Section 2.2, Required Proposer Information – “Can you explain where signatures belong on the submitted RFP? Should we create our own signature page?”

**Answer** – Section 2 lists submittal requirements, 2.2F requires the name, title and signature of an individual legally authorized to bind the proposer organization. Creating your own signature page would satisfy this requirement.

**QUESTION 3** – Reference Section 1.1 RFP Purpose and Scope and Appendix A, Contract for Professional Services – “Can you confirm that the contract completion and signature is not required until after award?”

**Answer** –The sample contract in Appendix A is included for informational purposes only; it does not need to be completed by proposers until notified that they have been approved.

**QUESTION 4** -- Reference Section 2.4, Trials – In Section 2.4, it states that the proposer shall provide the manager a 30-day trial. Do we need to set up a 30-day trial if B&ECPL has been a subscriber to the database? Or does this refer to only new databases the library is considering?

**Answer** – Proposers are not required to set up a 30-day trial if the B&ECPL is currently subscribed to the product being proposed. Proposers may indicate that a current subscription is in lieu of providing trial access.

**QUESTION 5** -- Reference Section 2.8, Terms and Costs – In Section 2.8, Terms and Costs, the proposer is asked to provide pricing for individual database(s) and a database package. I would like some more clarity around the differences between the two databases. Does the individual database refer to what the cost would be if an individual library, other than B&ECPL, subscribed to the product with the same population? Or does Table 4 refer to add-on modules from Table 3?”

**Answer** – Proposers who offer multiple database products may bundle them into a single package. Pricing for the bundled set of databases should be indicated in Table 4 only. Pricing for each of the individual databases included in the bundle is required in Table 3. Proposers who do not offer more than one database, or who choose to not bundle their products, are not required to complete Table 4. The tables do not refer to an individual library.

**QUESTION 6** – “Do we need to fill out the sample contract where it says, ‘Fill in’, or are you looking for our Terms of Agreement and company Insurance? Please clarify what the Sample Contract is intended for.”

**Answer** – No. The sample contract in Appendix A is included for informational purposes only; it does not need to be completed by proposers until notified that they have been approved.

**QUESTION 7** – Reference 1.8, Submittal of Proposals – “Is there a specific format you would like us to follow or would you just like the proposer to include all the requirements asked of us in the RFP?”

**Answer** – The proposer’s response must address all the requirements listed in this RFP, including the Tables listed in Section 2.

**QUESTION 8** – “What is the budget for the solicited services?”

**Answer** – Subject to change, the Library’s 2018 budget for Database Services is approximately \$450,000.

**QUESTION 9** – “Is submitted pricing to be final? Will pricing be further negotiated, or will a best and final offer be requested?”

**Answer** – Submitted pricing should be the final price.

**QUESTION 10** – “How will the parties address special terms necessary to accommodate a grant of license for the nature of the offered services (online subscriptions to published materials)? The terms and conditions provided do not cover intellectual property. As such, the parties need terms to accommodate content databases. Will Buffalo & Erie County Public Library allow a recommendation in the proposal to address this?”

**Answer** – The Library recognizes the importance of intellectual property within the context of current law. We will consider recommended language to address this concern. However, we will not accept simply including a licensing agreement to address this issue and we cannot accept liability for patron actions.

**QUESTION 11** – Reference Section 1.1, RFP Purpose and Scope – “The library’s current subscriptions (available at <http://www.buffalolib.org/content/research>) include several resources supplied through NOVELny. A number of these resources supply coverage in areas solicited by the RFP (for example, General OneFile for general reference, Britannica for encyclopedias, etc.). How should products proposed for the solicited content areas differ from, or expand on, coverage provided by the NOVELny databases? Are there pieces of content or specific titles that are desired?”

**Answer** – Vendors are encouraged to propose the widest array of general, K-12, scholarly, and consumer databases, as outlined in Section 1.1. It is unlikely that the B&ECPL will consider resources that substantively overlap those currently supplied through NOVELny, the New York Online Virtual Electronic Library (<http://novelnewyork.org/databases.php>).

**QUESTION 12** – Reference Section 1.16, Evaluation Process; General Criteria – “RFP pages 9-10, **1.16 Evaluation Process; General Criteria**, include evaluation criteria in paragraph B. Please provide additional information about how our proposal will be scored. Are certain evaluation percentages or scores associated with each item? Are the items presented in order of importance?”

**Answer** – The items are presented in the order of importance.

**QUESTION 13** – Reference Section 2.3 Customer Support/Technical Support – “Page 11, paragraph **2.3 Customer Support/Technical Support** requests information about various support capabilities, then reads “*Include a sample of reporting tool output and indicate the type and range of available statistical information.*” Does this sentence refer to usage statistics (for example, number of searches) or to statistics regarding support requests? “

**Answer** – The sentence in question chiefly refers to usage statistics. Proposers should also include any other statistical outputs that may be available.

**QUESTION 14** – Reference Section 2.5, References – “Page 12, paragraph **2.5 References**, indicates that we “*must provide reference contact information for three (3) public libraries.*” The first element of the required format is “*Product name.*” Is the intent that we provide the list of products to which each of the three public libraries subscribes? If not, please completely describe the desired response.”

**Answer** – Proposers are required to provide reference contact information for a total of three public libraries only. Each library must subscribe to at least one of the proposer’s databases, which should be listed as the Product name.

**QUESTION 15** – One of the solicited content categories is Genealogy. Genealogy products to a great extent are comprised of images of handwritten historical records. These images are inherently non-compliant with ADA regulations. RFP page 13, **Table 1 – Required**, lists ADA compliance as mandatory and required. Please confirm that an offer of such genealogical materials will not result in a rejection of our proposal.”

**Answer** – The comment field in Table 1 can be used to note this exception; it will be taken into consideration.

**QUESTION 16** -- Reference Section 2.4, Trials -- **Regarding the trial request found in Section 2.4:** If we currently provide our services to B&ECPL, is it still necessary for us to offer a separate 30-day trial?

**Answer** – Proposers are not required to set up a 30-day trial if the B&ECPL is currently subscribed to the product being proposed. Proposers may indicate that a current subscription is in lieu of providing trial access.

**QUESTION 17** – Reference Section 2.7, Requirements and Preferences, Table 2, Preferred Capabilities – **Regarding the “ability to interface with popular discovery systems”, found in Section 2.7:** To respond more fully, could you give us a few examples of discovery systems you currently work with?

**Answer** – The B&ECPL does not currently use a database aggregator, but may investigate using one in the future.