

# **REQUEST FOR PROPOSALS**

## **FOR CONTENT ENRICHMENT SERVICES**

**Response Deadline: 4:00 p.m. August 24, 2018**

**Issued by**

### **METROPOLITAN LIBRARY SERVICE AGENCY (MELSA)**

**1619 Dayton Avenue, Suite 314  
St. Paul, Minnesota 55104  
Ken Behringer, Executive Director**

**Telephone (651) 645-5731  
FAX (651) 649-3169  
e-mail: [mona@melsa.org](mailto:mona@melsa.org)**

## I. GENERAL INFORMATION AND SERVICES REQUIRED

### A. Purpose of this Request for Proposal (RFP)

Metropolitan Library Service Agency (MELSA) is seeking proposals from qualified firms to provide content enrichment services for its eight member library systems serving a Twin Cities metropolitan area population of over three million: Anoka County Library, Carver County Library, Dakota County Library, Hennepin County Library, Ramsey County Library, Saint Paul Public Library, Scott County Library, and Washington County Library.

One of twelve regional library systems in the state, MELSA was established in 1969 as a non-profit governmental agency in accordance with the Minnesota Joint Powers Act. It is organized to provide cooperative services and cost saving programs to its member library systems, and serves as the administrative agency for receiving and equitable sharing of state and federal grant appropriations made available through State Library Services in the Minnesota Department of Education.

### B. Scope of Services Requested

Requested features for MELSA library system catalogs include, but are not limited to, cover images for library materials in various formats (print and e-books, audio, music, etc.) and data elements such as professional reviews, annotations and summaries, author notes and biographies, table of contents, series information, and video/music summaries and profiles.

Note: each MELSA library system requires a separate and distinct implementation of their content enrichment services.

### C. Request Release.

This Request for Proposal was issued August 1, 2018.

### D. Response Due Date.

Responses from interested firms will be received until 4:00 p.m. on August 24, 2018 at:

MELSA  
Attn: Mona Scott  
1619 Dayton Avenue, Suite 314  
St. Paul, MN 55104

mona@melsa.org

E. Response Costs.

MELSA is not responsible for any costs incurred in the preparation, submission, or follow-up of a response to this RFP.

F. Ownership of Responses.

All responses timely submitted become the property of MELSA upon submission, and the responses will not be returned. The contractor submitting the response agrees that MELSA may copy the response for purposes of facilitating the evaluation or to respond to requests for public data. The contractor, by submitting a response, consents to such copying and warrants that such copying will not violate the rights of any third party, including copyrights.

G. Public Records and Requests for Confidentiality.

Pursuant to Minnesota Government Data Practices Act, Minn. Stat. § 13.591, the names of all entities that submitted a timely response to MELSA will be public once the responses have been opened. All other information contained in the responses remains private until MELSA has completed negotiating a contract with the selected contractor. After a contract has been negotiated, all information in all of the responses is public, except “trade secret” information as defined at Minn. Stat. § 13.37.

Requests for proposal held by MELSA are subject to the provisions of the Minnesota Government Data Practices Act, Minn. Stat. Ch. 13. Contractors are encouraged to familiarize themselves with these provisions before submitting a response.

All information submitted by a contractor eventually will be treated as public information by MELSA unless the contractor properly requests, and MELSA agrees, that information can be treated as private or confidential. A contractor making such a request must include the name, address and telephone number of the individual authorized by the contractor to answer inquires by MELSA concerning the request. MELSA reserves the right to make the final determination of whether the data identified in such a request is private or confidential within the meaning of the Minnesota Government Data Practices Act. A contractor’s failure to request private or confidential treatment of information pursuant to this Section will be deemed by MELSA as a waiver by the contractor of any private or confidential treatment of information included in the response.

H. Questions about this RFP

There will be no pre-response conference. Please submit written requests for additional information or clarification of this RFP by 1:00 P.M. on August 10, 2018 by email to: [mona@melsa.org](mailto:mona@melsa.org). Please include the name of your organization, a contact person, and telephone number with your request for clarification. Responses to inquiries will be provided by August 13, 2018.

Submission of a signed response to this RFP is certification that your firm is not currently debarred, suspended, declared ineligible or excluded from participation in this transaction by any state or federal department or agency.

**II. RESPONSE REQUIREMENTS**

A. Cost

Firms shall submit with their proposal a total annual price for a comprehensive package of features described in the narrative below. Please provide:

1. Costs for a regional, consortial purchase of individual implementations for all eight MELSA library systems, including any volume discounts.
2. Pricing for individual elements in package, if available, including any savings offered for the purchase of all elements for all eight MELSA library systems.

Pricing is for January 1—December 31, 2019 and two or more subsequent years; additional years beyond year one are subject to annual review and renewal.

B. Narrative

Firms shall provide details on their content enrichment services available. Responses should address, but are not limited to, the following information:

1. With which Integrated Library Systems and Discovery Systems is your service compatible? (See Attachment D for current Integrated Library and Discovery Systems at MELSA libraries.)
2. Discuss cover images provided
  - a. What type, size, dimensions are available?

- b. Do you have cover images for materials all formats, including non-print formats (DVD, CD, downloadable/streaming, etc.)
  - c. Do you have cover images available for titles in languages in addition to English?
  - d. Do you offer cover images from publishers beyond the major publishers? If yes, please provide examples of some of the publishers you work with.
  - e. What is displayed for titles where the cover art may have changed for different editions? Will only one image be available?
  - f. What is displayed if no cover image is available for a particular resource? Is customization allowed for generic cover images?
  - g. Are cover images responsively designed for a mobile environment and/or compatible with mobile apps (for example, Boopsie from Demco, and BlueCloud Mobile from SirsiDynix)?
  - h. What fields in a bibliographic record can be used as match points in retrieving a cover image (e.g. ISBN, UPC, OCLC #, etc.)?
  - i. Can cover images be displayed outside of the catalog (for example, for a virtual book display on a website or social media page)?
3. List data elements available, such as, but not limited to:, Table of Contents, Summaries, First Chapters & Excerpts, Author Notes and Bios, Book Reviews, Series, Fiction Profiles, Find Similar Titles, Reading Level, Awards, Professional Reviews (provide source publications), Video & Music Summaries and Profiles, etc.
    - a. Are elements available for purchase à la carte?
    - b. Can individual elements be turned off or on in individual library systems' catalogs? (For example, displaying book reviews from one publication but not another.)
    - c. What, if any, data elements link back to the local catalog?
  4. What usage reporting is available, and at what level of detail?
  5. What other content enrichment services do you offer?
  6. Please provide 2-3 references, with contact information, for other metropolitan library systems using your services.

C. Required Attachments

The following attachments must be filled out completely and submitted with the response: Attachment A, Non-Collusion Statement; Attachment B, Response Form; and Attachment C, Tennessen Notice.

**III. RESPONSE INSTRUCTIONS**

- A. All sealed response envelopes shall include the name and address of the contractor and addressed to: MELSA, Attn: Mona Scott, 1619 Dayton Avenue, Suite 314, St. Paul, MN 55104. Hand delivered copies should be delivered to the same address.
- B. All contractors must submit three (3) complete hard copies and one electronic copy of their response.
- C. MELSA reserves the right to accept or reject any or all responses in the best interests of MELSA. MELSA reserves the right to negotiate with one or more contractors responding to this RFP.
- D. Responses received after the due date and time will not be considered and will be returned to the contractor unopened.
- E. MELSA may make such investigations as it deems necessary to determine the ability of the contractor to furnish the services outlined herein, and the contractor agrees to furnish to MELSA such information for this purpose. MELSA reserves the right to reject any response if the evidence submitted by, or investigation, of the contractor fails to satisfy MELSA that such contractor is properly qualified to carry out the services.

**IV. RESPONSE EVALUATION AND AWARD PROCESS**

- A. Submissions will be judged according to the following matrix:

Quality of features/functionality	70 points
Three year costs	15 points
Completeness of response	10 points
References	<u>5 points</u>
	100 points

Internal costs of implementation at library systems, including setup and training, may also be considered during the evaluation process.

B. Award Process.

1. The MELSA representatives may select a firm in early September 2018. MELSA reserves the right, without prejudice, to reject any or all proposals. There is no appeal process for this request. All decisions made by MELSA are final.
2. The selected firm will be required to enter into a written contract with MELSA. Included in the contract will be specifications for service, performance standards, data privacy requirements, and other contract terms.

V. **TIMETABLE**

August 1	MELSA issues Request for Proposal.
August 10	Last date to submit written request for clarifications.
August 13	Responses to written request for clarifications provided.
August 24	All responses due by 4:00 p.m. CST.
August 27	Responses are opened at 11:00 a.m. and review process begins.
August 30	MELSA representatives meet to evaluate responses.

**Attachments**

- A: Non-Collusion Statement
- B: RFI Response Form
- C: Tennessen Notice
- D: Current Integrated Library System/Discovery Systems at MELSA libraries



**Attachment B  
MELSA Request for Proposal  
Response Form**

**Vendor Information**

Contractor name:

Address:

Web site URL:

Contact name:

Phone number:

Fax:

Email:

I certify that the information provided to MELSA in conjunction with this response is accurate and will remain valid for ninety (90) days from the proposal due date.

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Authorized Signature

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Name (please print or type)

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Title

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Date

**Attachment C  
Tennessee Notice**

**Data Privacy: Acknowledgment**

In accordance with the Minnesota Government Data Practices Act, Minn. Stat. § 13.04 and § 13.591, MELSA is required to inform you of your rights as they pertain to private or non-public information collected from you. "Private or non-public data" is information that is available to you, but not to the public.

**NEED FOR INFORMATION:** The information we collect or have collected from you or from other sources authorized by you is needed for evaluation of bids or responses received by MELSA for labor and materials to determine the lowest responsive and responsible contractor to perform the planned work.

**REFUSAL:** You are not legally required to supply the requested data by MELSA. You have the right to refuse to supply the information we request; however, without this information, we may be unable to properly evaluate your bid or response and may not be able to award you the contract to perform the planned work.

**ACCESS TO DATA:** Private or non-public information we collect from you may be shared, as a matter of program or service necessity, with another jurisdiction providing funding or a consultant hired by MELSA to prepare the plans, oversee and pay for the work.

Before MELSA has completed its selection or evaluation process, information will not be given to any other agency or individual without your written consent unless specifically authorized by state or federal law, or under a valid court order. Unless otherwise authorized by law, government agencies with which we share private or confidential information must also treat the information they receive as private or confidential. You, as the subject of collected data, unless otherwise specified by law or court order, may view the information we have concerning you and may make written comments as to the accuracy of the information. Copies of information we have concerning your bid or response may be made, for a reasonable fee, upon your request.

After MELSA has completed its selection or evaluation process, information that is not trade secret data will become public, as provided by Minn. Stat. § 13.591, subd. 3.

**RETENTION:** All information on you will be kept until federal, state and/or county retention requirements have been met, at which time the information will be destroyed. Unless otherwise noted, this consent will only be effective for a period of one (1) year from the date of signature.

**IN ACCORDANCE WITH MINNESOTA STATUTES, SECTION 13.04, I HAVE BEEN INFORMED OF AND UNDERSTAND MY RIGHTS AS SUBJECT OF DATA.**

\_\_\_\_\_  
Name of Organization

By: \_\_\_\_\_

\_\_\_\_\_  
Date

PRINT NAME AND TITLE \_\_\_\_\_

**Submit this form as part of the Response.**

**Attachment D**  
**Integrated Library System/Discovery Systems at MELSA libraries**

**Anoka County Library**

ILS: SirsiDynix Symphony 3.5.3  
Discovery product: SirsiDynix Enterprise 5.0.0.5

**Carver County Library**

ILS: Sierra Desktop App v3.1 (soon to update to 4.0) by Innovative Interfaces, Inc.  
Discovery: WebPac PRO by Innovative Interfaces, Inc.

**Dakota County Library**

ILS: SirsiDynix ILS Symphony v3.5.2, BlueCloud Central Cataloging  
Discovery: Enterprise Discovery v5.0,

**Hennepin County Library**

ILS: Horizon 7.5.4.1  
Discovery: BiblioCommons (no version/release number)

**Ramsey County Library**

ILS: Horizon 7.5.077.20  
Discovery: Aquabrowser Classic 2.3.4.17 (customized)

**Saint Paul Public Library**

Sierra: 3.1.0\_11 from Innovative Interfaces  
Discovery layer: BiblioCommons' BiblioCore version 7.1.1.

**Scott County Library**

ILS: SirsiDynix Symphony Workflows v. 3.5.2.  
Discovery: SirsiDynix Enterprise Version 4.5 (36068)

**Washington County Library**

ILS: SirsiDynix Symphony Workflows 3.5.2.0J  
Discovery: SirsiDynix Enterprise Discovery Client: 4.5 36068 (discovery-4.5.1)