

eLibraryNJ

Request for Quotations

1. Invitation to Submit a Proposal

eLibraryNJ is inviting qualified vendors to respond to this Request for Quotation (RFQ), for eBook and eAudiobook vendors/platforms. Proposal submissions should indicate the capacity and commitment to deliver the services required to meet the needs of central New Jersey's library community. The quotation should include an outline of the services offered, timeline for migration, description of costs, and description of available content and available formats.

2. Introduction

eLibraryNJ was established in 2005 as ListenNJ - a project of the New Jersey Library Network. Today eLibraryNJ has 72 member libraries throughout central New Jersey. eLibraryNJ is administered by the Libraries of Middlesex Automation Consortium.

eLibraryNJ currently has a shared collection of 9,355 eAudiobook titles (13,731 copies) and 13,994 eBook titles (128,265 copies including metered access copies). Some consortium members have acquired supplemental content including 4,494 eAudiobook titles (6,375 copies) and 27,999 eBook titles (275,437 copies including metered access copies).

eLibraryNJ is reviewing digital content options and invites quotes from qualified vendors to provide its members with a platform that accommodates both a shared collection and individual collections. We are looking for platforms that provide authentication via SIP2 or equivalent as well as loading of patron records for libraries without SIP2 capabilities.

An acceptable RFQ will respond in detail to the following criteria. Responses deemed insufficient by evaluators may be cause for the RFQ to be rejected.

3. Project Scope

3.1 Basic capabilities and functionality

- Describe all available content, including format, offered through this RFQ.
- Identify all operating systems and platforms on which content can be accessed.
- Describe the vendor's experience in migrating content across multiple ILS and include a list of ILS with which they have experience.
- Provide a list of all publishers whose content is included in the vendor's system and how that content is priced for consortia access.
- Provide a description of authentication capabilities including the use of SIP2, loading of patron records and any other authentication options.
- Provide a description of how the vendor system integrates with integrated library systems' (ILS) data, particularly describing any use of APIs to allow integration on the ILS side.

- Provide a description of the patron interface including details such as loan periods, holds management and notification, search capabilities and user account features.
- Provide a description of staff interface capabilities including content selection and management, reporting and statistics.
- Describe how libraries may independently purchase content and how such content is integrated into the shared collection for exclusive use by their patrons.
- Explain how the consortia and individual libraries will retain access to eBook and eAudiobook content purchased prior to the issuance of a new contract. If this criteria cannot be met, the vendor will explain what compensation is offered for loss of content acquired prior to the issuance of a new contract.
- Provide a list of **consortia** that have signed a contract with the vendor in the last 12 months for eBook and eAudiobook services.

3.2 MARC records

- Describe the vendor's plans or recommendations for deleting and replacing existing MARC records to update the location to a new platform. Such description will address how MARC records (for both existing content and new purchases) will be distributed/downloaded.
- Include detailed breakdown of cost, if any, associated with the MARC records distribution and download.

3.3 Training and promotion

- Describe, in detail, training offered to library staff members, including a timeline prior to the launch of a new contract.
- Describe the various help features available to library staff and end-users. At a minimum, Help features must address:
 - creating a new account
 - login procedures
 - password recovery
 - search functionality
 - navigation features
 - holds management
 - wish list functionality
 - account settings
 - submitting recommendations
 - download support within all operating systems supported by vendor product
 - return of materials.
- Provide toll free telephone assistance. There must be at least one toll-free phone number available for library staff or end users to contact for support on any of the topics described above.

- Identify individual(s) assigned to assist library staff with migration issues during the initial 6 months of the new contract, including their experience in previous migrations with the vendor’s product.
- Describe free promotional materials available to participating libraries, including customization options.

3.4 Technological considerations

- New vendors – respond to the question “Can the vendor migrate existing patron holds from a different vendor product to their platform? If so, how?”
- Existing vendor – respond to the question, “Will the vendor migrate existing patron holds in the event of an upgrade to their current platform? If so, how?”
- Describe any technological upgrades/updates vendor plans to launch by July 2019, including a timeline.

3.5 In an effort to effectively compare various e-content platforms, please complete this chart which indicates what formats, devices and apps are available for your platform.

		✓ = Yes X = No
eBook Format		
	ePUB	
	Kindle	
	PDF	
	Other:	
Audiobooks Format		
	mp3	
	wma	
	Streaming	
	Other:	
Apps Available for:		
	iOS	
	Android	
	Kindle Fire	
	Nook	
Transfer from computer (PC/Apple) desktop to device		
	eBook	
	Audiobook	
Browser Based (specify compatible browsers)		
<i>Please indicate if there are any devices with which your e-content platform is not compatible.</i>		

4. Costs

Vendor quotes will provide costs listed for each year of a one (1), three (3) and five (5) year contract using the format given in attachment 1.

5. References

Vendor will provide a complete list, by state, of all **consortia** to which they deliver eBook and/or eAudiobook service. This list will include institution name, address, contact person and phone number.

6. Proposal Requirements

Qualified vendors who wish to submit a proposal and quotation of costs must do so by 5pm Friday April 6, 2018. Proposals should be directed to elibrarynjrfq@lmxac.org. Proposals must address all areas outlined above. Vendors should be prepared to provide in person demonstrations of their products sometime in April or May. Please also include a sample contract/agreement with your proposal.

7. Proposal Review

Proposals will be reviewed by the eLibraryNJ Task Force with input from member libraries. The final decision will be made by the Task Force. The LMxAC Board of Directors will be the contracting agent and LMxAC will enter into final negotiations with the selected vendor.

8. Questions

Questions about this proposal should be directed via email to elibrarynjrfq@lmxac.org. If necessary, a vendor's conference call will be set up to address common questions.

eLibraryNJ.com Shared Collection Members

Avon Free Public Library
Belleville Public Library
Belmar Public Library
Berkeley Heights Public Library
Bradley Beach Public Library
Clark Public Library
Cranbury Public Library
Cranford Public Library
East Orange Public Library
Educational Testing Service Library
Fanwood Memorial Library
Freehold Public Library
Hamilton Public Library
Highland Park Public Library
Hillside Public Library
Hoboken Public Library
Irvington Public Library
Kearny Public Library
Linden Free Public Library
Libraries of Middlesex Automation Consortium*
Maplewood Public Library
Mercer County Library System
Middletown Public Library
Millburn Public Library
Montclair Public Library
Mountainside Public Library
Neptune Township Public Library
New Jersey State Library
New Providence Memorial Library
Newark Public Library
Ocean County Library
Pennington Public Library
Rahway Public Library
Scotch Plains Public Library
South Orange Public Library
South Plainfield Public Library
Spring Lake Public Library
Summit Free Public Library
Trenton Free Public Library
Union Public Library
West Orange Public Library
Westfield Memorial Library
Woodbridge Public Library

***Libraries of Middlesex Automation Consortium**

Members

Carteret Public Library
Dunellen Public Library
East Brunswick Public Library
Edison Public Library
Elizabeth Public Library
Jamesburg Public Library
Kenilworth Public Library
Keyport Public Library
Long Branch Public Library
Matawan Aberdeen Public Library
Metuchen Public Library
Middlesex Co. College
Middlesex Public Library
Milltown Public Library
Monroe Public Library
New Brunswick Public Library
North Brunswick Public Library
Old Bridge Public Library
Perth Amboy Public Library
Piscataway Public Library
Plainfield Public Library
Plainsboro Public Library
Red Bank Public Library
Roselle Public Library
Roselle Park Public Library
Sayreville Public Library
South Amboy Public Library
South Brunswick Public Library
South River Public Library
Springfield Free Public Library
Spotswood Public Library