



ANSWERS TO QUESTIONS 2

RFP #2021-041VF

Digital Content Services

Answers Issued: October 13, 2021

Answers to vendor questions received after the last set of answers was posted on October 1st through the October 8, 2021 deadline are provided with the Library's response. Each question is listed as received, followed by the Library's Answer.



Digital Content Services – Answers to Vendor Questions 2

QUESTION 1 - On behalf of our digital content providers, a digital media service agreement is required. Can we submit a draft version at the time of response for review and inclusion in any subsequent B&ECPL agreement?

Answer – We will consider recommended language to address this concern. However, we will not accept simply including a digital media service agreement to address this issue and we cannot accept liability for patron actions.

QUESTION 2 - Is there any limit to the number of vendors to be awarded under the RFP?

Answer – No.

QUESTION 3 - Please identify the vendors who provide digital content services for the Library today.

Answer – Overdrive; Freegal.

QUESTION 4 - Are vendors who currently supply digital content to the Library required to bid for an awarded position, or, will those vendors' services continue as is?

Answer – All vendors, including those who currently supply digital content to the Library are required to submit a proposal in response to this RFP to be considered for an awarded position.

QUESTION 5 - Please provide additional information on item 1.10. "include a statement of the anticipated utilization of minority professionals as a percentage of the staffing to be utilized to provide proposed services and the anticipated utilization of women professionals as a percentage of the staffing to be utilized to provide proposed services". Does this question refer to subcontractors or internal personnel?

Answer – Both

QUESTION 6 - Regarding item 1.10, are there any rules, requirements, or goals associated with the utilization of Minority and Women Personnel?

Answer – The library seeks to ascertain proposers' planned utilization of minorities and women in the provision of requested services.

QUESTION 7 - 1.8 Submittal of Proposals - Our offices remain closed due to the pandemic. Would B&ECPL accept email or other electronic submissions in lieu of hard copies?

Answer – Proposers impacted by pandemic related closures may reduce the hard copy portion of the submittal to one (1) unbound hard copy set along with the electronic copy specified. Proposers doing so must include a statement noting their pandemic related closure impact.

QUESTION 8 - 1.8 Submittal of Proposals - With the hardcopy submission requirement, will B&ECPL still accept digital signatures for pages that must be signed?

Answer – Yes

QUESTION 9 - 2.3 Customer Support/Technical Support - This section requests that we “Include a sample of reporting tool output and indicate the type and range of available statistical information.” Is this referring to a customer support reporting tool, or a usage reporting tool (like the one requested in 2.6, G – Administration and Reporting)?

Answer – Section 2.3 and 2.6G are referring to the same usage reporting tool and usage statistics.

QUESTION 11 - 2.6 Product(s)/Packages Proposed, A. Content, Scope and Functionality, Question 1 asks that we provide the “ratio of popular to specialized content” – could B&ECPL clarify what this means/what you are looking for with this metric?

Answer – The ratio of popular to specialized content is an attempt to determine the extent to which the content is tailored to a specific or general audience.

QUESTION 12 - Appendix A – Sample Contract - For the insurance documents, does B&ECPL need us to fill out your specific insurance certificates (pages 6 and 9), or can we provide our own Certificate of Insurance (ACORD form) that includes the same information with B&ECPL as a certificate holder?

Answer – The ACORD form containing equivalent information is acceptable.