



# The Library Network

## Libraries Working Together

41365 Vincent Court, Novi, MI 48375  
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Online: <http://tln.lib.mi.us>

### **Request for Quotation for Subscription Management Services** **Solicitation Number 2015-2018 RFQ Subscription Service**

The Library Network (TLN) seeks price quotations from qualified vendors who will provide subscriptions management services to member public libraries. Service would begin on January 1, 2016 and continue through December 31, 2018.

TLN maintains separate accounts for approximately 35 of its member public libraries, including TLN itself, in its subscription management program. The total number of unique titles covered by this RFQ is approximately 500. The total number of copies covered by this RFQ is approximately 2,600. The size of the individual public library communities covered by this RFQ ranges from approximately 5,000 to 100,000 in terms of population served. We estimate the total value of this three year contract to be in the \$500,000-\$750,000 range. A list of the subscription titles and number of copies covered by this RFQ is included in a separate pdf document.

#### **Specific Requirements:**

The Vendor must provide subscription services for all subscriptions in all media generally available via agents from foreign and domestic publishers, if TLN can supply sufficient publication information.

The Vendor will maintain constant pricing and discount schedules under this RFQ for the period from January 1, 2016 through December 31, 2018.

TLN reserves the right to extend the term of this RFQ with the mutual consent of the Vendor and as may be in TLN's best interest. TLN shall provide written preliminary notice of intent to extend the term of the RFQ at least 60 days prior to the expiration of the RFQ.

Libraries may be eligible for certain discounts offered by the publishers to that type of customer. If so, TLN must be charged the lowest of the available prices. The service fee or discount offered by the Vendor will be applied to this actual subscription price paid by TLN.

The vendor will quote:

Publisher List Price \_\_\_\_\_  
Maximum Service Fee (if any) \_\_\_\_\_ %  
Best Discount (if any) \_\_\_\_\_ %

for the complete list of titles included with this RFQ.

The Vendor is required to place subscription orders at any time during the year unless prohibited by the publisher.

The Vendor must be able to provide one-, two-, or three-year subscriptions to take advantage of reduced multi-year rates (when available or upon request of TLN).

The Vendor will provide administrative services for each subscription until three months after its expiration, i.e. the publication of the last issue covered by that subscription period.

The vendor will provide in both print and electronic formats annual or semi-annual renewal lists, at time(s) agreed upon by the vendor and TLN.

The renewal lists will be separated by each “ship-to” address as noted at the end of this document, will alphabetically list all subscription titles to be renewed for that library, and will be delivered directly to The Library Network.

The vendor will place all new and renewal orders with publishers within five working days after receipt of the reviewed renewal list from TLN.

In support of basic subscription order and renewal services, the Vendor will provide an electronic ordering system for new and renewal subscriptions that, at a minimum, includes the following features: Title, ISSN, Price, Bibliographic information for each title, shipping information including list of issues supplied in current year’s shipment, dates of future issues.

The Vendor will provide the ability to search the Vendor’s database to determine availability and cost prior to placement of an order and provide database training and/or documentation at no cost to TLN.

If publications are only available through a direct order arrangement, or are discontinued, suspended, are otherwise unavailable or have had a title change, the Vendor will notify TLN by the time of invoicing.

The Vendor must have the financial capability to prepay publishers for serials subscriptions. To this end the Vendor will submit a Letter of Credit in an amount sufficient to cover the entire cost of the annual renewal for TLN, from their financial institution or other comparable instrument. This financial capability will be reviewed during the quotation process and may be reviewed during the life of the RFQ. The Vendor will provide TLN with advance notification of any anticipated changes in the company financial situation within 10 days of any change. Failure to maintain adequate financial responsibility may disqualify the Vendor for placement of orders under this RFQ.

The Vendor will pay all regular subscription orders in advance, prior to submission of the first invoice to TLN. Upon request, the vendor will provide to The Library Network proof of payment of any order invoiced.

The Vendor's response must indicate evidence that their firm employs substantial personnel capable of handling all phases of services as outlined above and below.

Upon request from TLN, the Vendor will acquire back issues of a title for up to six months prior to the date of the current volume, if the title exists.

Vendor will provide an annual catalog of titles available. The catalog may be available to TLN electronically and in print format, at no additional charge. The catalog will have as a minimum the following information: Titles, ISSN, Cost, Frequency, Title Changes.

The Vendor will assign a representative by name who is familiar with the terms of this RFQ and the needs of public libraries to provide personalized in-house assistance (via toll-free telephone number and email) for the account. The representative will respond to all inquiries within one business day.

The Vendor will act as the contact point for TLN in obtaining from the publisher replacement copies of periodicals found to be defective, mutilated, lost in transit, or otherwise missing, provided the loss is reported within 180 calendar days.

The Vendor will offer electronic claims services. TLN retains the right to choose whether to use electronic claims, or to communicate via print-based means offered by the Vendor, or a combination.

The Vendor will place all claims with the publisher within a minimum of five working days after receipt. In addition, the Vendor will accept "rush" claims electronically, by telephone and fax and process them in fewer than five working days.

All cancellations will be accomplished within five business days upon appropriate notification from TLN. If no funds will be recovered under a cancellation, the Vendor will notify TLN. However, if funds are recovered they must be promptly refunded or credited to TLN. **Please note that all credit memos and/or refunds must be sent to TLN, and not to the individual library.**

The Vendor will support multiple shipping addresses, under one billing address.

On demand, the Vendor will provide a list of all current subscriptions to be used for requests for quotations.

The Vendor will send all invoices for all titles for all accounts covered under this RFQ, to TLN.

The Vendor will provide TLN not less than one original **and** one copy of each invoice.

The vendor will provide the ability to order, renew, claim, and invoice via the Web, access to electronic titles including pricing, frequency, publisher information, publisher claiming restrictions, title-specific news, and the ability to search for missing issues and get replacements online.

The vendor will provide for the integration of electronic data via an ILS interface, into TLN's ILS.

**Responses must include the following:**

1. Company name, DUNS number, Company address, Company telephone number, Chief Executive Officer/key manager, Date the company was started, Number of people employed by the company.
2. Cost quotation for print publications, including best discount or maximum service fee, for a contract term of 3 years (Note that this **does not** mean that subscription orders must be placed with publishers for a period of three years. Annual subscription renewals to publishers have been the rule in the past).
3. Costs associated with adding new member libraries during the contract term.
4. Costs associated with user interfaces to electronic publications during the contract term.
5. Costs associated with management of electronic publication subscriptions during the contract term.
6. Description of subscription management services for order placement, renewals, invoicing, claiming and reporting procedures.
7. A list of references, including contact information, of like organizations currently using its services.

**Submission Rules and Procedures:**

**Issuing Agency:** The Library Network (TLN) issues this Request for Quotation. TLN is the sole point of contact with regard to all procurement and contractual matters relating to the services described within this RFQ.

**Quotation Modifications:** TLN reserves the right to contact a respondent for clarification of information submitted and/or to negotiate modifications of proposed specifications and prescribed terms and requirements during the selection process. TLN is the only agency authorized to change or clarify the specifications and conditions of the RFQ.

**Termination:** TLN reserves, within the first ninety (90) days of this agreement, in the event of the failure of the successful bidder to adhere to the terms and conditions of this agreement, the right to terminate this agreement without further notice without penalty.

**Quotation Submission:** Respondents must submit one original, printed quotation to:

Jim Flury, ATTN Solicitation Number 2015-2018 RFQ Subscription Service  
Technical Services Manager  
The Library Network  
41365 Vincenti Court  
Novi, MI 48375

Respondents must also submit one electronic quotation, in the form of an email attachment, to:

[jflury@tln.lib.mi.us](mailto:jflury@tln.lib.mi.us)

A copy of this quotation is available on our website at:

A copy of the list of titles is available on our website at:  
[http://tln.lib.mi.us/rfp/files/TLN\\_Sub\\_Summary.pdf](http://tln.lib.mi.us/rfp/files/TLN_Sub_Summary.pdf)

**Quotations must be received no later than 3:00 p.m. July 31, 2015**

Quotations which are received after the specified due date/time cannot be considered.

**Selection Process:** The TLN staff will evaluate the quotations. Quotations will be evaluated based upon specifications, vendor reliability and cost. The respondent selected will be chosen on the basis of the greatest benefit to TLN and its members, not necessarily on the basis of the lowest price. Any or all bids may be rejected due to failure to respond adequately to the RFQ. TLN reserves the right to contact parties that have used the respondent's previous services and use any other information that would assist in the evaluation. TLN reserves the right to interview respondents to clarify quotations. When the decision has been made, all respondents submitting a quotation will be notified in writing. Orders should not be placed on this RFQ unless TLN specifically instructs the Vendor in writing to do so. In addition, TLN reserves the right to award the RFQ without discussions.

**Non-Discrimination Clause:** The accepted respondent agrees not to discriminate against any employee or applicant for employment, with respect to their hire, tenure, terms, conditions or privileges of employment, or any other matter directly or indirectly related to employment because of race, color, religion, national origin, ancestry, age, gender, height, weight, marital status, sexual orientation, or handicap.

**Questions and Submissions:** Telephone, written or email inquiries from respondents concerning this RFQ, and all responses to this quotation, should be addressed to:

Jim Flury  
Technical Services Manager  
The Library Network  
41365 Vincenti Court  
Novi, MI 48375  
(248) 536-3100 x133  
[jflury@tln.lib.mi.us](mailto:jflury@tln.lib.mi.us)