

eBOUND / CULC Public Library eBook Lending RFP
Vendor Questions and Responses
February 2013

Question 1

Regarding the following text from the RFP –

"Canadian public libraries retain control of their digital content and assets, such that these assets, whether licensed or owned, are both accessible and portable."

Should license terms associated with the eBook lending initiative be part of the business model we suggest? Or are they subject to negotiation later in the process?

Answer:

License terms are subject to negotiation. However, the vendor solution should be capable of tracking and managing multiple types of licensing terms, including per use capped copies (like the current HarperCollins model, which limits circulation to 26 circs), time limited models and unlimited usage models.

...

Question 2

Regarding the use of the word *portable* in the RFP –

Can you elaborate on "portable?" — Are we talking about portability from the patron perspective, or more about the possibility for the library to put the file on a different server?

Answer:

Portability refers to the possibility for a library to put a file on a different server.

...

Question 3

Regarding the following text from the RFP –

"Libraries have the ability to merchandise that content through their discovery layers (catalogues)."

Do we have to understand "merchandise" in a non-commercial perspective in this context? Libraries will promote and present the content, but does that include selling the content to patrons?

Answer:

Discovery layers provide the ability to import and display merchandising content to enhance the discoverability of a product. This applies regardless of whether a patron is looking to borrow or purchase the material. In other words, the ability to merchandise exists for both non-commercial and commercial needs. During the pilot, libraries will have the ability to place a “buy” button in the discovery layer.

...

Question 4

Is it correct that the vendor responsibility will be limited to providing APIs in order to allow the different "discovery layers service providers" to integrate the content within their solutions?

Answer:

Correct, vendor responsibility will be to provide well-documented APIs. It will be important, for the purposes of the pilot, for vendors to demonstrate that integration is possible, and can happen in a relatively short period of time.

...

Question 5

Regarding the following text from the RFP –

"At the launch of the pilot, the following libraries will participate in the project: Hamilton Public Library, Ottawa Public Library, Toronto Public Library and Vancouver Public Library."

What discovery layers are used by those libraries?

Answer:

Hamilton, Ottawa and Vancouver use Bibliocommons. Toronto uses a discovery layer built using Endeca, making use of web services for system-to-system interaction.

...

Question 6

Regarding the following text from Appendix B –

"In addition to base bibliographic data in both English and French, the ability to pass value-added data must be available..."

Is it correct to understand this as the necessity for the vendor solution to be able to deal with French bibliographic data for French books and English bibliographic data for English books (as opposed to bilingual bibliographic data for all records)?

Answer:

Yes, this understanding is correct.

...

Question 7

Please confirm that an end user interface from the vendor is not required. The library's existing end user interface will be used.

Answer:

Yes, confirmed.

...

Question 8

Please confirm that libraries and publishers will have separate admin interfaces.

Answer:

Yes, libraries and publishers have different needs and require separate administrative interfaces. In any case, security and controlled access through login would be required.

...

Question 9

How would vendors identify libraries' pre-licensed or pre-owned content? Will publishers supply vendors with a data feed?

Answer:

Publishers will deposit their digital content in the pilot repository, where access by libraries will be based on contractual agreements, controlled through DRM. Content previously purchased from other vendors will not be transferred.

...

Question 10

Regarding the "buy button" functionality outlined in the RFP –

Who will be responsible for the print and digital fulfillment?

We assume that only digital fulfillment will be taken care of by the Vendor solution.

Answer:

The vendor solution may provide the means for digital fulfillment and may, perhaps in partnership, also supply the means for print fulfillment.

...

Question 11

How would you prefer to handle EDI invoicing?

Answer:

Respondent to make a proposal.

...

Question 12

In reference to Appendix B –
We assume that the reporting [outlined from row 119 onwards] requires the Vendor API to handle the statistical data/ reporting. [Is it correct that] these reports [must be] available from the Admin Interface provided to CULC? Do confirm.

Answer:

Reports identified from row 119 onwards are intended for the publishers, and are required for the admin interface provided to publishers. Reporting options for libraries -- required for the interface provided to CULC -- are identified in row 91 onwards.

...

Question 13

Is pricing of the books to libraries the responsibility of the vendor? Or has pricing been already established by the sponsors?

Answer:

Pricing is not the responsibility of the vendors. Direct negotiations between publishers and libraries are happening in parallel with the RFP process.

...

Question 14

Regarding the following text from the RFP –

“The partner or partners’ ability to offer a pricing model that is acceptable to small and medium-sized publishers and libraries as well as their larger counterparts. The model must provide clear visibility regarding price increases that may take place over the course of the pilot. The vendor must also provide an understanding of factors that could drive such increases.”

Does “pricing model” in this context refer to pricing of eBooks? Or to the pricing of the system as a whole? Or both?

Answer:

Pricing model refers to the complexity of, and access to, the system as a whole.

...

Question 15

Is it the vendor’s responsibility to collect payment from the pilot libraries and remit payment to the publishers?

Answer:

No. We currently envision a model where eBOUND will administer the funds. For example, the vendor will collect payment from pilot libraries and remit it to eBOUND, for disbursement to publishers.

...

Question 16

Have the pilot libraries set aside a budget for the purchase of books in this initiative? Can this figure or an estimate be provided?

Answer:

Yes. As an estimate, each library will set aside funding to acquire approximately 10,000 titles each, with payment spread over several years.