



RFP for eBook Project

Ontario Colleges eBook Consortium Project
Vendor and Platform evaluation phase

OCLS RFP #2013-003 – Revision 1.0

June 2013

All information contained within this document should be considered confidential and is provided to give bidders an understanding of the Ontario Colleges Library Service requirements.

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1. INVITATION TO SUBMIT A PROPOSAL

OCLS is inviting qualified Proponents to respond to this Request for Proposal (RFP), for a project that will develop a Request for Information (RFI) for eBook vendors/platforms, setup an evaluation matrix and review procedure and assist the Business Model Vendor Task Force during review of responses. Proposal submissions should indicate the capacity and commitment to deliver the services required to complete the project as defined in Scope of Work (Section 4). The proposal will include an outline of the project plan, timeline, description of the methodology, and a cost proposal, for the purposes of selecting a Proponent and determining the components of the project that can be completed with the allocated resources.

2. INTRODUCTION

2.1 Ontario Colleges Library Service and College Libraries

Ontario Colleges Library Service (OCLS) was established in 2009 as a non-profit corporation to provide a suite of core and opt-in services to the libraries and learning resources/learning commons (college libraries) of Ontario's 24 publicly-funded colleges of applied arts and technology, including two French language colleges.

Heads of Libraries & Learning Resources (HLLR) is comprised of the directors (or designate) of libraries / learning resources (college libraries) of each of Ontario's 24 publicly funded colleges, and serves as an Advisory Group to OCLS.

2.2 Project Background

In fall of 2010 the College Heads of Libraries and Learning Resources (HLLR) created an eBook Research Panel and tasked them with developing a study to explore the opportunities and challenges presented to college libraries by eBooks and to provide a clearer picture of the digital landscape. The results of the study, tabled in May 2011, presented information on the eBook landscape, outlining experiences from thought leaders, vendors, aggregators, publishers, librarians, consortia and college store owners or associations across Canada, North America and the United Kingdom. Consortia or individual colleges engaging in or planning to engage in eBook purchasing in Canada, the USA and the UK were consulted for their insight and practices. The study concluded that the eBook landscape was volatile and still evolving and that no best practices had emerged in Canada, the USA and the United Kingdom. However, one of the recommendations from this study was the piloting of a college-wide eBook consortium.

To move forward with this recommendation, outside funding was sought and obtained, and the project is now in Phase 1, the Implementation Analysis Phase (IAP).

The purpose of the Implementation Analysis Phase (IAP) is to assess best practices for collective eBook procurement, licensing and access, identify the IT infrastructure necessary for effective, college-wide use

of eBooks and reveal important information about the impact of eBooks on college library budgets, operations and services. Supported by HLLR, all 24 College Presidents, the Ministry of Training Colleges and Universities and Colleges Ontario the project presents a significant opportunity for the college libraries to take a leadership role in identifying the cost-savings and efficiencies possible through collaborative purchasing and management of eBooks while exploring how best to offer equal, universal access to the students and faculty of all 24 colleges regardless of demographics or location.

In short, the IAP lays the foundation for the development of a sustainable, integrated and cost-effective operation of an Ontario wide, Colleges eBook Consortium. Various college library staff has been working on one of three Task Forces which report to the Project Steering Committee (PSC), Collection Task Force (CTF), Business Model/Vendors Task Force (BMVTF), and User Response Task Force (URTF). A project manager coordinates the work of all these groups and ensures the stipulated timelines are observed.

The work required for this current contract will help to inform the Business Model/Vendors Task Force on the various business and delivery models available in the eBook marketplace and allow them to make recommendations to the PSC and the colleges for the implementation of an eBook consortium.

3. BIDDING PROCESS

3.1 Intent to Respond

Send a confirmation of your intent to submit a proposal by June 17, 2013 as noted in the Schedule (Section 3.3). Please include the name, title and contact information for the Company representative with whom we will communicate, and send via email to:

Attention: **Thomas Guignard**
eBook Project Manager
Ontario Colleges Library Service
Email: tguignard@ocls.ca

3.2 Bid Submission

Two print copies, one with original signature, are to be submitted in writing and sent via courier (with signature required) or delivered in person to:

Ontario Colleges Library Service
74 Gervais Drive
Toronto, ON M3C 1Z3

Attention: **Thomas Guignard**
eBook Project Manager

Print bids are to be received on or before: July 8, 2013 at 5:00 p.m. EST

Bids received on or before the deadline noted above will be opened at 5:00 EST on July 8, 2013, by the eBook Project Manager at the Ontario Colleges Library Services offices in Toronto.

Print bids received after the deadline will not be considered and will be returned unopened.

Bids must be valid for 90 days from the date bids are due.

Additionally, a follow up electronic copy, in PDF format, of the bid is requested and should be sent to:

Attention: **Thomas Guignard**
eBook Project Manager
Ontario Colleges Library Service
Email: tguignard@ocls.ca

3.3 Schedule

Date	Event
June 11, 2013	RFP issued
June 17, 2013	Intent to Respond submitted
June 21, 2013	Last date for questions from bidders
June 25, 2013	Formal response to all questions submitted by bidders
July 8, 2013	RFP proposals are due by 5 p.m. EST
July 8-12, 2013	Evaluation, selection process & contract award
July 12, 2013	Anticipated award date
July 15, 2013	Start of Project - Background and research documents transferred - Successful Proponent starts working on RFI
July 19, 2013	Detailed Project Plan
September 16, 2013	Final report due

During the evaluation period, OCLS may request clarifications from and/or a meeting with bidders.

OCLS, on behalf of HLLR, requests that the research be carried out as soon as possible in order to provide information critical to the completion of the Colleges eBook Consortium Implementation Analysis project.

Dates subsequent to the bids being submitted are estimates only and are subject to modification without notice to bidders.

All firms that submit bids will be informed of the outcome of the process. The successful Proponent will receive a formal award letter.

3.4 Bid Formats

All responses must include the following elements:

- Bidder Form (Section 6) (Note: Form requires signature)
- Executive Summary
- Project plan with description of proposed methodology and schedule of work
- Cost proposal with pricing for project components as appropriate
- Company Profile
- References

All responses require **two** copies to be submitted in writing to the OCLS offices. One original is required of:

- Bidder Form (Section 6) (Note: Form requires signature)
- Complete response, including cost proposal
- All appendices

Print copies of the bid are the authority. To help with the selection process, a complete electronic copy of the bid submission is required by email and should be sent to:

Thomas Guignard
eBook Project Manager
Ontario Colleges Library Service
Email: tguignard@ocls.ca

Bid responses are subject to the Freedom of Information and Protection of Privacy Act. Any information that the bidder regards as confidential must be in a separate appendix that is labelled as confidential. OCLS shall endeavour to honour such confidential designations to the extent allowed under the appropriate legislation.

3.5 Questions

Questions about the contents of this document should be submitted by email to:

Thomas Guignard
eBook Project Manager
Ontario Colleges Library Service
Email: tguignard@ocls.ca

Quote Reference in Subject Line: "OCLS RFP Proposal #2013-003 eBooks"

Queries will be acknowledged within two business days. Queries not acknowledged may be resubmitted.

A copy of all queries received by the deadline in Section 3.3 and OCLS's responses will be sent to all bidders confirming their intent to respond to the RFP, as numbered updates to the RFP document. Bidders must acknowledge receipt of all updates in their bids in the bidding form.

Bidders may not rely in any fashion on communication with any staff at OCLS or any College except through the process defined above.

3.6 Subcontracting

Bidders must clearly identify any and all subcontractors that they intend to use in supplying services to meet the obligations of the RFP. Bidders are responsible for all work performed by subcontractors.

3.7 Bidder's costs

OCLS and the college libraries are not liable for any costs incurred by any bidder as part of the bidding process. This includes, but is not limited to, costs to prepare bids, visits to OCLS, legal or other costs.

3.8 Agreement

OCLS intends to negotiate an Agreement with the winning Proponent. This RFP, any amendments to it and the bidder's full response shall form part of the Agreement. In the event that a mutually satisfactory Agreement cannot be reached with the selected Proponent, OCLS reserves the right to open negotiations with other bidders.

3.8.1 Term

The Agreement shall become effective on the Effective Date and shall expire September 30, 2013.

3.8.2 Extension

The Purchaser, in its sole discretion, may extend the Term for an additional period of 3 months by giving written notice to the Proponent prior to the commencement of the extension period upon the same terms and conditions.

3.9 Evaluation

Proposals will be evaluated on completeness and compliance with the Scope of Work (Section 4), experience with related work, references, project timeframe and schedule, and prices.

Proposals will be initially screened to ensure the bidder's compliance with the Requirements outlined in Sections 3.4 and 5. Submissions that do not meet these mandatory Requirements will be disqualified. Proposals passing the initial screening will be evaluated based on the Evaluation Matrix (3.9.1) using the detailed information and specifications drawn from the written submission portion of the proposal, cost

information and information supplied by references. Selection of a successful Proponent will be made by OCLS and members of the Business Model and Vendor Task Force.

Cost of the proposal will only be one factor in the selection process. OCLS reserves the right to waive any requirement if this is in the best interests of the college libraries.

3.9.1. Evaluation Matrix

The evaluation of the submissions will be conducted by the Evaluation Team. The evaluation process is broken down into the components shown below.

Components	Description	Points
1	Proponent Qualifications a) proven experience with eBooks b) demonstrated proficiency in analysis c) quality of response	25 25 10
2	Quality/Completeness of Initial Project Plan	15
3	Pricing	15
4	Reference Verification	10
	Total	100

3.9.2 Tie Break

In the event of a tie, where two (2) or more Proposals achieve a tie score on completion of the evaluation process, the Purchaser shall break the tie by inviting tied Proponents to conduct a 20 minute presentation to the Evaluation Team (web-based). The Evaluation Team will determine the successful Proponent based on the completeness and effectiveness of the Project Plan presented and demonstrated experience and understanding of academic eBook landscape (with particular reference to the Ontario college experience).

3.10 Debriefing

Not later than thirty (30) Days following the date of posting of a contract award notification in respect of the RFP, a Proponent may contact the RFP Coordinator requesting a debriefing from the Purchaser.

Any request that is not timely received will not be considered and the Proponent will be notified in writing.

The Purchaser will not disclose submission information from other Proponents.

The intent of the debriefing information session is to aid the Proponent in presenting a better Proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

3.11 Bid Dispute Resolution

In the event that a Proponent wishes to review the decision of the Purchaser in respect of any material aspect of the RFP process, and subject to having attended a debriefing, the Proponent shall submit a protest in writing to the Purchaser within ten (10) Days from such a debriefing.

Any protest in writing that is not timely received will not be considered and the Proponent will be notified in writing.

A protest in writing shall include the following:

- A specific identification of the provision and/or procurement procedure that is alleged to have been breached.
- A specific description of each act alleged to have breached the procurement process.
- A precise statement of the relevant facts.
- An identification of the issues to be resolved.
- The Proponent's arguments and supporting documentation.
- The Proponent's requested remedy.

3.11.1 Acknowledgment of Non-binding Procurement Process

The Proponent acknowledges that the procurement process will be governed by the terms and conditions of the procurement event document, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal legally binding bidding process, and that there will be no legal relationship or obligations created until the College and the selected Proponent have executed a written contract.

3.11.2 Non-binding Price Estimates

The Proponent has submitted its Rates in accordance with the instructions in the procurement event document. The Proponent confirms that the pricing information provided is accurate. The Proponent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its submission or its eligibility for future work.

3.11.3 Conflict of Interest

For the purposes of this section, the term “Conflict of Interest” means

- (a) in relation to the procurement process, the Proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the Ontario Library Service in the preparation of its submission that is not available to other Proponent, (ii) communicating with any person with a view to influencing preferred treatment in the procurement process (including but not limited to the lobbying of decision makers involved in the procurement process), or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the procurement process; or
- (b) in relation to the performance of its contractual obligations contemplated in the contract that is the subject of this procurement, the Proponent’s other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

4. SCOPE OF WORK

4.1 Goals

The work required for this contract will help to inform the Business Model and Vendor Task Force on the availability, efficiency, cost and other factors pertinent to the various business and delivery models for eBooks to college libraries.

The successful Proponent will develop an RFI for distribution to eBook vendors/aggregators/providers in order to gather information and make a recommendation to the Business Model and Vendor Task Force. Feasibility, sustainability, cost and collection requirements must be considered in the evaluation of vendor submissions in order to identify the best business model and delivery method for the implementation of the Ontario-wide, college eBook consortium.

4.2 Scope

- Examine and develop a thorough understanding of the work and data collected by the Collection Task Force (CTF).
This information will also be used to facilitate development of the RFI and subsequently evaluate vendor submissions by helping to identify solution(s) that best responds to all eBook requirements and college expectations.
- Develop an RFI
The successful Proponent should have expertise in the eBook field, electronic licencing and knowledge of electronic content vendors. Previous research will be available. Drawing on previous experience with preparing RFIs and in collaboration with the Business Model and Vendor Task Force, the Proponent will prepare an RFI to collect the required information from vendors.
- Build an evaluation matrix based on parameters in the RFI
Drawing on past experiences with data analysis the Proponent will construct an evaluation matrix to perform a comprehensive and objective analysis of vendor submissions.
- Evaluate vendor submissions
Work with the Business Model and Vendor Task Force to conduct a thorough analysis of vendor responses using the prepared evaluation matrix. Vendor delivery and business models should be carefully compared on all points required by the Business Model and Vendor Task Force, the CTF and set out in the RFI.
- Organize vendor demonstrations
In the event that the Business Model and Vendor Task Force requires more detail or practical information on platform functionality, the Proponent will arrange for vendor product demonstrations at a time and in a format that is convenient for all Business Model and Vendor

Task Force members. Specific questions or areas requiring further details may be provided to vendors in advance for greater efficiency and to ensure the functionalities in question are demonstrated.

- Make recommendations

4.3 Methodology

Methodology for this project will require the successful Proponent to analyze previous documentation. The Proponent will thoroughly examine work done by the project task groups to better understand the colleges' requirements and preferences. The Proponent must also review previous research on the eBook landscape conducted by the OCLS and the HLLR. This will be provided by OCLS/HLLR. The Proponent will develop an evaluation matrix to assess vendor submissions, taking into account the list of requirements established by the project task groups. The Proponent will coordinate the entire RFI process, including but not limited to: asking vendors to submit propositions by drafting the appropriate documents, validating them with project members, gathering vendor propositions and organizing responses to their questions. In conjunction with the eBook project task groups, the Proponent will then evaluate the submissions and provide an initial report. Further discussions and revisions with input from each of the project groups will provide the basis for a final report and recommendations. The final report will be delivered to the Business Model/Vendor Task Force with recommendations based on the evaluation and research into the vendors and the needs of the Ontario College Libraries.

4.4 Deliverables

• Detailed Project Plan	July 19, 2013
• Report/presentation to BMVTF with draft RFI for review	August 2nd, 2013
• Completed RFI for issue to vendors	August 9, 2013
• Draft evaluation matrix to assess vendor submissions	August 9, 2013
• Final evaluation matrix	August 26, 2013
• Initial report/presentation to BMVTF from review of proposals	Sep 3rd, 2013
• Final report and recommendations	Sep 16, 2013

4.5 Timeframe

Time is of the essence for the completion of this research, as the findings will provide critical information for decisions being made by the Project Steering Committee and the College Libraries during this analysis.

5. GENERAL REQUIREMENTS

5.1 Bid Contact Person

The bidder shall provide a single person to whom all requests for clarifications or additional information may be addressed. Name, telephone, fax, and email contact information is required.

5.2 Company Profile

The bidder shall provide a brief profile of your company and information demonstrating relevant experience and qualifications.

5.3 Proof of Insurance

By signing the Bidding Form, the Proponent agrees, if selected to carry insurance as outlined in Appendix A – Liability Insurance. The selected Proponent must provide proof of such insurance coverage in the form of a valid certificate of insurance prior to the execution of the Agreement by the Purchaser.

5.4 Qualifications and Experience

The successful bidder must be able to demonstrate the following:

- A minimum of 5 years working experience working in a Library environment (preferably in post-secondary)
- Master's degree in Library & Information Science, Education or Educational Technology or equivalent
- In depth understanding of information systems design, eBook platforms, implementation and management
- Working knowledge and understanding of e-learning
- Excellent project management skills including researching, planning, multi-tasking and prioritizing tasks.
- Proven experience in developing an RFI
- Skill in analysing and presenting data

5.5 References

Bidder shall provide three references for work requiring similar knowledge and capacity. Contact information for each of the three references shall be provided.

6. BIDDING FORM (Rev. 1.0)
OCLS PROPOSAL #2012-003 - eBooks

Bidder:

Company Name: _____

Address: _____

Signature of Signing Officer: _____

Print Name / Title of Signing Officer: _____

Bid Contact Person: _____

Telephone / Fax / Email for Contact _____

Date Bid is Valid until (DD/MM/YYYY): _____

(See Section 3.2 for minimum requirements)

Conflict of Interest

If the box below is left blank, the Proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its submission; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the procurement event documents.

Otherwise, if the statement below applies, check the box.

- The Proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the procurement event document.

If the Proponent declares an actual or potential Conflict of Interest by marking the box above, the Proponent must set out below details of the actual or potential Conflict of Interest (if necessary please include explanation on a separate page with your submission):

Bid Revisions

In order to ensure that all bids are based on the same terms, bidders should list all bid revisions or updates that they have received and whose terms are incorporated in their bids.

List Bid Revisions / Updates:

Revision 1.0: Appendix C – Questions and Answers

APPENDIX A – Supplier’s Insurance

The Proponent shall put into effect and maintain from the Effective Date until Termination of Agreement, at its own cost and expense, with insurers having a secure A.M. Best rating of B + or greater, or the equivalent, all the necessary and appropriate insurance that a prudent person in the business of the Proponent would maintain including, but not limited to, the following comprehensive commercial general liability insurance on an occurrence basis for third party bodily injury, personal injury and property damage, to an inclusive limit of not less than \$ 5,000,000 per occurrence, \$5,000,000 aggregate. The policy shall include, but not be limited to, the following:

the Purchaser as an additional insured with respect to liability arising in the course of performance of the Proponents obligations under, or otherwise in connection with, the Agreement;

contractual liability coverage;

cross-liability clause;

30 Day written notice of cancellation, termination or material change.

On the Effective Date and upon the placement, renewal, amendment, or extension of any part of the insurance, the Proponent shall provide the Purchaser with confirmation of coverage and, if requested, a certificate of insurance certified by an authorized representative of the insurer.

APPENDIX B – Ontario Colleges List

College	Main campus	Student FTEs
Algonquin College	Ottawa	18,108
Collège Boréal	Sudbury	1,608
Cambrian College	Sudbury	3,671
Canadore College & Nipissing University	North Bay	8,638
Centennial College	Toronto	10,930
La Cité collégiale	Ottawa	4,701
Conestoga College	Kitchener	9,482
Confederation College	Thunder Bay	3,212
Durham College & University of Ontario Institute of Technology	Oshawa	9,136
Fanshawe College	London	14,003
Fleming College	Peterborough	6,808
George Brown College	Toronto	19,029
Georgian College	Barrie	9,807
Humber College & University of Guelph-Humber	Toronto	20,599
Lambton College	Sarnia	2,618
Loyalist College	Belleville	3,328
Mohawk College	Hamilton	11,342
Niagara College	Welland	8,387
Northern College	Timmins	1,315
St. Clair College	Windsor	8,324
St. Lawrence College	Kingston	5,634
Sault College	Sault Ste. Marie	2,331
Seneca College	Toronto	20,730
Sheridan College	Oakville	16,541

APPENDIX C – Questions and Answers

1. **Is the conflict of interest declaration provided in section 3.11.3 intended to be included as part of the bidder form?**

Yes. The position of this declaration within the body of the RFP is unfortunate. Please use the revised bidder form instead (Rev. 1.0) to submit your bid.

2. **Has the work of the Collection Task Force included all requirements -- business, technical and delivery? Are the colleges' expectations for the eBook solution reflected in this work?**

The project is comprised of three task forces. The Collection Task Force established the list of eBook collections that are currently owned by the colleges, identified the subject areas and possible vendors for a future collection and proposed a possible shared selection process. They also established the current metadata requirements for the colleges. The User Response Task Force surveyed a sample of the college students, faculty and staff to gauge their current use of eBooks and expectations towards a shared collection. The Business Model Task Force reviewed the various business models currently being offered by vendors and established a list of desired and undesired features for the common collection. College requirements and expectations are therefore reflected in the work of all three task forces.

3. **Is the objective of the RFI process to be led by the consultant to "solicit information to help OCLS decide the appropriate direction" or to "select a preferred vendor"? The RFP generally seems to indicate the former but section 4.2 suggests the latter.**

The objective of the RFI process is to **gather information** on available solutions for the purpose of establishing a Business Case for an eBook consortium. Based on this document, HLLR (Heads, Libraries and Learning Resources, who mandated the project) will then decide whether to pursue the creation of a consortium or not. A further outcome of the RFI process is the **recommendation** of one or several products/vendors that meet the criteria of the project. No product/vendor will be formally selected during this process.

4. **Is there a budget range which has been identified for this project [consulting contract]?**

Yes, the estimated budget range for contractor services in the Vendor and Platform evaluation phase is **\$25,000 to \$50,000 CAD**.