



QUEENS PUBLIC LIBRARY

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RFP # 0323-1

**Request for Proposals for
Digital Asset Management System
(DAMS)**

Date: March 10, 2023

**Proposals must be submitted
by April 12, 2023 by 3:00 PM
via the provided Dropbox link:**

<https://www.dropbox.com/request/LISIeuJzT6ok4iJjCwB2>

**Procurement Department
Queens Borough Public Library**

**Deadline for Questions
March 28, 2023 by 3PM**

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The following documents are incorporated into this RFP-

Attachment 1- Forms

Attachment 2- Queens Borough Public Library General Terms and Conditions

Attachment 3- Local Law 34

Scope of Services Documents:

Requirements Documents (Appendix 1 and Appendix 2):

<https://www.dropbox.com/scl/fo/lew3rimcd1wn48bl1aas/h?dl=0&rlkey=iqfqvj3yqc1u4flsotno996ht>

DAMS – Pricing Sheet

The Queens Borough Public Library (the “Library”), hereby solicits proposals from experienced firms and individuals (hereinafter referred to as “Proposers”) in response to this Request for Proposals (“RFP”) to enter into a contract for a Digital Asset Management System (“DAMS”) as further described throughout this RFP. The Library intends to award a contract to one proposer.

Proposers responding to this RFP may submit more than one proposal. Proposers are not to provide a single proposal with multiple options. For example if a firm has multiple configuration capabilities such as an on premise solution, software as a service solution or a hybrid solution, proposer is to submit a separate and distinct proposal for each configuration. Proposers are not to provide a base proposal with options to increase costs. Instead, proposers are to reflect its maximum pricing.

I. CALENDAR OF EVENTS

Issuance of RFP	March 10, 2023
Deadline for Questions	March 28, 2023
Proposal Due Date	April 12, 2023
Interviews and Product Demonstrations	To be determined
Award/ and Notification to all Proposers	At the conclusion of the RFP process.

II. CONTACT INFORMATION

The Library’s designated contacts for this RFP, as of the date hereof, are Cristina Polychronopoulos, Procurement Coordinator, Xavier Cerda, Assistant Director of Procurement and William Funk, Vice President of Procurement. Questions regarding this RFP should be sent to: RFPcontact@queenslibrary.org on or before **March 28, 2023**. Responses to any questions received will be posted on the Library’s web site at <https://www.queenslibrary.org/about-us/procurement-opportunities> as they are received. No other communication of questions and answers will be made.

Proposals are to be uploaded to DropBox using this link:
<https://www.dropbox.com/request/LISIEuJzT6ok4iJjCwB2>

The Library will not provide reimbursement for any costs or expenses incurred in connection with this RFP, including the costs of preparing and submitting a response, providing any additional information or attending an interview. All material that is submitted in response to this RFP will become the sole property of the Library. The Library expressly reserves the right to utilize any and all ideas submitted in the proposals received unless covered by legal patent or proprietary rights, any of which **must** be clearly indicated in the proposal submitted in response to the RFP.

Interviews of the top-qualifying Proposers may be conducted at the Library's discretion on a specific day or days to be disclosed later in the RFP process. All top-qualifying Proposers will be notified of the exact interview date(s) in advance.

Interviews and product demonstrations of the top-qualifying Proposers may be conducted at the Library's discretion on a specific day or days to be disclosed later in the RFP process. All top-qualifying Proposers will be notified of the exact interview date(s) in advance.

III. CONTRACT PERIOD

The term of the awarded contract will be for a (5) five-year period with (2) two (5) five-year options to renew at the Library's sole discretion. The Library may terminate the contract at any time, in its sole discretion, upon written notice.

IV. BACKGROUND

The Library is an independent not-for-profit corporation. It is one of the largest and most innovative libraries in the world and one of the three New York City library systems. The Library consists of a Central Library and other facilities located throughout the County of Queens in the State of New York. For a complete listing of current facilities, please visit the Library's webpage: <https://www.queenslibrary.org/about-us/locations/?view=all>

The Library serves 2.4 million Queens residents, with an extensive collection of books, reference materials, periodicals, government documents, video and audiocassettes, records, compact discs, DVDs, and photographs and maps. The Library has a computerized integrated circulation and catalog system, state-of-the-art computer equipment in all community libraries, and the ability to provide information through free Internet access and facsimile machines to the public. The Library offers a wide variety of reading, writing, and literacy programs, and functions as an integral part of the Queens community.

The Library has extensive archival collections documenting the local history of Queens and surrounding counties. The Archives at Queens Public Library houses approximately 36,000 books and volumes of serials, approximately 2,500 cubic feet of manuscripts, 4,500 maps and broadsides, 105,000 photographs, 422 feet of vertical files, and 9,000 reels of microfilm. The Library's Metadata Services Division is in the process of digitizing the photographs, maps, newspapers, monographs, and other materials from these collections to make them available online for public access. These materials (over 32,000 items) are available online primarily through the library's digital archives website (www.digitalarchives.queenslibrary.org), whose backend DAMS is built in Vital (a product provided by Innovative Interfaces).

In addition, The Library co-administers the award-winning community archiving initiative, The Queens Memory Project, in collaboration with Queens College, CUNY. Queens Memory is primarily an outreach and collecting initiative that has to date collected over 900 oral history interviews and thousands of other local history artifacts from community members living across the borough of Queens. Queens Memory actively collects new submissions from staff and members of the public through online forms built in Air Table. The Library's Metadata Services Division staff process and catalog all new acquisitions and store them on the Library's preservation

servers and store them along with the Library's other archival collections in Vital (a DAMS product provided by Innovative). In addition to the Library's previously cited digital archives website, audio/visual records are made available on Aviary (<https://queenslibrary.aviaryplatform.com/>) and visual artifacts are made available in curated collections on Urban Archive in projects such as the COVID-19 Project (queenslib.org/covid).

Currently, the Library hosts images, texts, and AV content on a preservation server. A rough count of current assets, number, and storage is:

- Images (typically TIF or JPG): 319,470 files at 6.25TB
- Texts (typically PDF): 4,162 at 37.71GB
- Audio and video files (typically WAV or MP4): 16,321 at 1.75TB
- Miscellaneous Files (web, exe, e-mail, system, or temp): 16,321 at 1.75TB

The Marketing Department will share "co-tenancy" in the DAMS with the Archives. The Marketing Department has about 82,000 images and/or videos (roughly 5.6TB of data). The Marketing Department captures any special events and initiatives through these mediums for both archival and promotional purposes. For example, some of these assets are shared on social media, printed in various materials, provided to the press, etc. Currently, all these assets are saved in the Library's network drive or in Marketing's google drive.

The Library Digital Archives' VITAL database (2.1TB), shared DAMS network drive (8.4TB) and the Marketing Dept. network drive (5.60TB) have a combined 16.1TB of data.

The average growth rate of the combined 16.1TB is 4% or 650GB a year.

As co-tenants of the system, Marketing will have 1 heavy and 5-7 medium users. The Archives will be responsible for administering the system for the library. They will need 2-3 heavy users and 5-8 medium users.

V. SCOPE OF SERVICES

The Library is seeking a proposer to provide a full featured Digital Asset Management System ("DAMS"), The Library's Marketing and Communications Department currently has no digital asset management system. Metadata Services is currently using a VITAL repository for their DAMS and wish to migrate to a new, shared system with their colleagues in Marketing and Communications. This project represents a substantial long-term commitment from The Library toward the care and accessibility of its collections. The Library's vision is to cultivate "a vibrant, informed, cohesive, and empowered society" — the proposed system will support this mission by ensuring our public patrons and internal staff have long-term and ready access to the cultural assets in our care. The goals of this proposed new system are to manage, share (internally and externally), and securely store digital assets. This includes digital materials documenting local history of Queens as well as the library's institutional history. The teams in Marketing and Metadata Services who are working with these materials are not only storing historical materials for future use. They are also creating new content like event promotions and videos for social media. They need a shared workspace for existing and new assets. The proposed new system will allow us to bring valuable digital assets from across the organization into a single repository enabled with permissions capabilities that will create appropriate access for every user from a patron doing historical research to a server manager in IT, to a graphic designer creating an event flyer. The Successful Proposer's system is expected to not only manage the Library's current existing digital

assets but to but also provide innovative features that aim to enhance the Library staff effectiveness and ultimately enhance the Library's customer experience. Additionally, the Successful Proposer must provide cost and plan for configuring the new DAMS according to functional and technical requirements, assisting with the migration of assets and metadata from VITAL as well as assets without structured metadata that are stored in folders on google drive and on QPL shared drives into the new DAMS, configuring frontend access sites for internal and external users, training of key Library staff, ongoing maintenance and support of the proposed DAMS, as well professional services for future customizations and enhancements.

The following are incorporated into the RFP and the Scope of Services. Proposers are to review and to respond as instructed to the following:

A. Requirements documents. Located in Drop Box folder:

<https://www.dropbox.com/scl/fo/lew3rimcd1wn48blt1aas/h?dl=0&rlkey=iqfqvj3yqc1u4flsotno996ht>

1. Review and reference **Appendix 1 – DAMS - Usage Scenarios**

- a. Proposer to affirm its understanding that this section relates to the Scope of Services.
- b. Proposer to provide sample copies of all types of documentation, including training materials and operations manuals.

2. Review and respond to all questions and tables for requirements in each tab of the **Appendix 2- QPL requirements** excel document. Additionally, provide responses to the items below in your proposal.

- a. Proposer to affirm its understanding that this section relates to the Scope of Services.
- b. Proposal to include this Appendix in an Excel format, not a PDF.
- c. Proposer to provide sample copies of all types of documentation used in runbook, including training materials and operational manuals.
- d. Provide detailed descriptions of your firm's project approach, activities, and implementation timelines and any subcontractors and/or production partners required to perform the Scope of Services.

B. Cost document. RFP DAMS – Pricing Sheet

1. Proposers to respond to this section by completing the cost form with its maximum costs. Proposer to provide an Excel cost file, not a PDF of the Excel document. The Proposer may add a more detailed pricing document(s) alongside the RFP DAMS – Pricing Sheet.
2. Marketing and Metadata Services configuration maximum cost – Two different groups will manage the system, both connected to the same repository of assets. Successful Proposer will need to set up both groups to migrate Library assets, and then configure our public-facing frontend. Also, provide ongoing service, updates, bug fixes, and system enhancements. Proposer to provide up-front costs, and the ongoing service contract costs.

3. The Library Staff Training maximum cost – Proposer to provide pricing for staff training of the Library key staff. Proposer to provide description of recommended training and options.
4. For each year of the contract provide your firm’s cost as requested in RFP Section V Scope of Services. Provide the not-to-exceed fees for all of these detailed descriptions. In addition, provide the five-year total of the not-to-exceed fees. Please identify staff titles and maximum hourly rates for staff for any additional customization the Library may request that is outside of the original Scope of Services.

NOTE: Failure to provide not-to-exceed fees will result in a proposal being deemed non-responsive. In addition, conditional pricing will also result in a proposal being deemed non-responsive.

C. Interview and proposal demonstration.

1. At the sole discretion of the Library, the Selection Committee may conduct interviews and product demonstrations of proposers found to be most qualified to perform the services required. Proposers selected for interviews and product demonstrations, will be notified in writing regarding the interview date(s).

VI. THRESHOLD CRITERIA

Only Proposals submitted from proposers who meet the following minimum threshold requirement, will be considered by the Library:

- a. Proposer must have provided DAMS products and/or related services for a minimum of three (3) years.

VII. PROPOSAL REQUIREMENTS

The following is a list of the information that must be provided in the Proposal. A proposal that does not include all of the information requested below may be deemed non-responsive and subject to rejection. **Proposals should respond to all areas listed below, in the order listed.**

Proposers shall indicate in their proposals what information, if any, is proprietary and confidential. Proposers are hereby advised that the Library is subject to the New York State Freedom of Information Law (“FOIL”). Material marked “Confidential and Proprietary” will be treated as such to the extent consistent with the obligations under FOIL, other applicable law, regulation or legal process.

A. Management and Qualifications

In setting forth its qualifications, each firm shall provide the information requested below, as appropriate. Responses to this Section should be limited to thirty-two (32) single-sided pages in total (not including resumes), and shall be prepared on 8½ x 11-inch paper using at least 12-point type with standard margins no less than 1”.

Cover Letter (2-page limit)

A cover letter, which shall be considered an integral part of the submission, shall be bound with the submission and signed by the individual authorized to bind the firm contractually. In signing the cover letter, the firm agrees to be bound by the terms of this solicitation and its submission hereunder for no less than 18 months. The cover letter shall contain a statement that the firm's work for the Library will not create any conflict of interest. If your firm believes that a conflict may arise, the nature of the conflict should be described – see question 16.

A. General Information (30 page limit)

1. Provide the proposer's legal name, address, tax ID number and state of incorporation for the contracting entity submitting the submission.
2. Provide detailed information on how the proposer meets the requirement of RFP section VI, Threshold Requirement, which are:
 - a. Proposer must have provided DAMS products and/or related services for a minimum of three (3) years.
3. Proposers responding to this RFP may submit more than one proposal. Proposers are not to provide a single proposal with multiple options. For example if a firm has multiple configuration capabilities such as an on premise solution, software as a service solution or a hybrid solution, proposer is to submit a separate and distinct proposal for each configuration. Proposers are not to provide a base proposal with options to increase costs. Instead, proposers are to reflect its maximum pricing for each separate solution. Respond to the following:
 - a. Proposer to affirm its understanding of item 3 above.
 - b. Proposer to list other proposals submitted to this RFP.
 - c. Proposer to identify this proposal submitted and to indicate if the proposal is an on premise solution, software as a service solution or a hybrid solution
4. Provide a brief history of the company and successful experience installing the products and providing services requested in this RFP. Include any similar past or current projects in which the proposer is involved and the proposed key staff for providing the work described in this RFP, with specific references to work for public sector, not-for-profit corporations, library systems or other like-entities.
5. Provide the name, title, address, telephone and e-mail address of the individual the Library should contact with respect to your submission.
6. For each key staff position, attach a resume and/or description of their qualifications. In addition, provide a statement certifying that the proposed key staff will be available for the duration of the project. (Resumes do not count toward page limit)

7. To the maximum extent possible, identify the lead individual and the individual(s) who will perform the tasks outlined in the Scope of Services. Provide a narrative describing your firm's proposed approach to library project including the firm's understanding of the objectives and complexities of the project, methodology for tracking and maintaining the project's budget and schedule, and techniques for problem solving. (Resumes do not count toward page limit)
8. Identify if your entire or partial solution is now or can be made available to the Library through a government contract such as GSA, NYS OGS, etc.
9. Identify any additional services not covered in the Scope of Service sections that your firm believes may be of particular value to the Library. Please describe why you believe these services to be relevant.
10. Identify any services listed in the Scope of Services your firm is not able to perform and explain why you are not able to perform these services.
11. Provide a minimum of three (3) recent clients as references from clients of similar size to that of the Queens Library and this Scope of Services (a "Reference Client"). Provide the Reference Client's name, contact person, title, address, e-mail and telephone number. Please provide details on the work performed for each Reference Client, including, the length of any contract, project costs, size of project (**including, the number of concurrent users the solution was designed for**), completion date and explanation of how the work performed is similar to the work required by the Library, as well as any other pertinent information relevant to representing your qualifications to perform the work. Identify where the proposed solution has been deployed. Discuss the availability of the Library to visit this location.
12. Explain how you will safeguard and keep confidential the data and information provided by the Library to you.
13. Provide copies of your two (2) most recent audited financial statements. If audited financial statements are not available, please explain why and identify how the Library can assess the financial condition of your firm. (Does not count toward page limit)
14. Identify any sub-contractors that you plan to utilize as part of your proposed team. For each sub-contractor proposed please have them complete Form #3, Vendor Responsibility Questionnaire.
15. Discuss any past or present civil or criminal legal investigations, litigation or regulatory action involving your firm or any of its employees and any proposed subcontractor that could affect your role or ability to serve as a consultant to the Library. If none, include a statement that there are no past or present civil or criminal legal investigations, or pertinent litigation and or regulatory actions that could impact your firm's ability to serve in the required capacity.
16. Identify the nature of any potential conflict of interest your firm or any proposed subcontractors might have in providing services under this solicitation to the Library.
 - (a) Discuss fully any conflicts of interest, actual or potential, which might arise in connection with your firm's involvement with the Library. If your firm

believes that a conflict of interest might arise, please describe how such conflict would be resolved.

- (b) State whether your firm represents any party that is or may be adverse to the Library.

You must certify in writing that your representation of the Library will not create any conflict of interest involving that firm.

B. Response to RFP Section V SCOPE OF SERVICES and Cost (No page limit)

1. Proposers to provide all information request in Section V.
2. Proposers to respond to Cost section by completing the cost form with its maximum costs. Proposer to provide an Excel cost file, not a PDF of the Excel document. The Proposer may add a more detailed pricing document(s) alongside the RFP DAMS – Pricing Sheet.
3. For each year of the contract provide your firm’s cost as requested in RFP Section V Scope of Services. Provide the not-to-exceed fees for all of these detailed descriptions. In addition, provide the five-year total of the not-to-exceed fees. Please identify staff titles and maximum hourly rates for staff for any additional customization the Library may request that is outside of the original Scope of Services.

C. Other (No page limit)

1. Firms must either provide a statement accepting the terms and conditions in the Library’s General Terms and Conditions, Attachment 2, or must alternately identify any exceptions taken to the terms and conditions. Any supplemental contract language that a proposer requires is considered by the Library as an exception and must be included in a proposer’s proposal. If exceptions are taken, the firm must clearly identify the language that is being taken exception to and provide the suggested alternate language for each such exception. The nature and extent of exceptions, if any, taken by the firm to the Library’s terms and conditions will be a factor considered in evaluating submissions. Firms that demonstrate a willingness to accept the Library’s terms and conditions will be given more favorable consideration by the Library.
2. At any time during the RFP process, the Library, in its sole discretion, may reject a proposal that has exceptions to the Library’s terms and conditions.
3. Firms shall indicate in their submissions what information, if any, is proprietary and confidential. Firms are hereby advised that the Library is subject to the New York State Freedom of Information Law (“FOIL”). Material marked “Confidential and Proprietary” will be treated as such to the extent consistent with the Library’s obligations under FOIL or any other applicable laws, rules or regulations, and will not otherwise be disclosed by the Library except as necessary for the evaluation of submissions.
4. Firms shall confirm that they will meet the insurance obligations.
5. Firms must complete all forms of Attachment 1 and Attachment 3- Local Law 34.

VIII. EVALUATION AND SELECTION

A. Evaluation Criteria

A Selection Committee consisting of Library staff will evaluate the timely and properly received proposals that meet the stated Threshold Criteria. This Selection Committee will make its recommendations to the Library for its determination as to its award of a contract. The Selection Committee will consider the following factors, though not necessarily listed in the order of importance, in considering submissions:

1. The firm's previous experience in providing the proposed services to libraries, not-for-profit corporations, library systems, public sector and other similar clients. The qualifications, experience and availability of the lead person(s) and team assigned to provide services to the Library. (15 Points)
2. The firm's proposed approach to library projects, including the firm's understanding of the objectives and complexities of library projects, methodology for tracking and maintaining the project's budget and schedule, and techniques for problem solving. (15 Points)
3. The firm's response to RFP Section VI Scope of Services, Requirements 1 and 2. (30 Points)
4. Overall organization, completeness, and quality of submission, including cohesiveness, conciseness, clarity of response, demonstrated understanding of the Library, and degree of acceptance of the Library's terms and conditions in the Library's Standard Consulting Agreement. (10 Points)
5. The Library will assess costs for firms that receive a passing evaluation for items 1 through 4 above. Such determination of a passing evaluation is at the sole discretion of the Library. (30 points)
6. Interviews and product demonstrations for proposers selected by the Library. (30 points)

B. Selection Process

The Selection Committee will evaluate all responsive proposals based on the criteria enumerated in Section VII, as referenced above. The Selection Committee may afford firms the opportunity to clarify submissions for assuring a full understanding of their responsiveness to the solicitation.

At the sole discretion of the Library, the Selection Committee may conduct interviews and product demonstrations of proposers found to be most qualified to perform the services required. Proposers selected for interviews and product demonstrations, will be notified in writing regarding the interview date(s).

At the conclusion of the evaluation process, the Library anticipates awarding a contract to a responsive and responsible firm whose proposal is determined to be the highest quality and most advantageous to the Library, taking into consideration the overall quality of the submission as measured against all the evaluation criteria above.

Prior to the award of any contract(s) under this solicitation, the Library will conduct a vendor responsibility assessment and may require eligible firms to answer questions and provide additional information to supplement the information provided in the proposal, Vendor Responsibility Questionnaire or other materials to assist the Library in making such a determination. The Library reserves the right to conduct a site survey of the proposer's proposed solution. In its sole judgement, the Library may reject a proposal because of a site survey, vendor responsibility determination or other determination by the Library. The Library reserves the right to reconsider other proposals.

Proposers will be notified in writing once a proposal has been selected.

IX. PROPOSAL INSTRUCTIONS AND CONDITIONS

A. Limitations

1. This RFP does not commit the Library to award a contract, pay any costs incurred in the preparation of a response, or procure or contract for services of any kind whatsoever. The Library reserves the right, in its sole discretion, to accept or reject any or all proposals as a result of the RFP, to negotiate with any or all firms considered, and to cancel this RFP in whole or in part. The Library reserves the right to request additional information from all Proposers.
2. Proposers responding to this RFP may submit more than one proposal. Proposers are not to provide a single proposal with multiple options. For example if a firm has multiple configuration capabilities such as an on premise solution, software as a service solution or a hybrid solution, proposer is to submit a separate and distinct proposal for each configuration. Proposers are not to provide a base proposal with options to increase costs. Instead, proposers are to reflect its maximum pricing.
3. Proposers may be requested to clarify the contents of their proposals. Other than to provide such information as may be required by the Library, no Proposer will be allowed to alter its proposal or to add new information after the RFP due date.
4. Proposers may be required to participate in negotiations and to submit any price, technical or other revisions to its proposal which may result from such negotiations.
5. Proposers must fully execute the forms contained in Attachment 1 and Attachment 3 and submit them with its proposal.
6. All material submitted in response to this RFP will become the sole property of the Library.

B. Proposal Submission

1. Proposals must include a cover letter indicating the mailing address of the office from which the proposal was submitted, the name and email address of the individual who will represent the firm as the primary contact person for the proposal, and the telephone and facsimile numbers of the primary contact person.

2. Non-responsive proposals include, but are not limited to, those that:
 - (a) Do not conform to the RFP requirements and instructions;
 - (b) Are conditional; or
 - (c) Contain a material omission(s).

The Library may waive minor informalities or irregularities in a proposal that are merely a matter of form and not substance, the correction of which would not be prejudicial to other proposers.

C. Administrative Specifications

1. All proposals must be irrevocable for 18 months and signed by an authorized officer of the firm.
2. The successful Proposer(s) must agree to provide the Library with audit access on request during the term of the contract and for 7 years thereafter.
3. The Library at any time and in its sole discretion, may terminate its contract with the successful proposer(s), or postpone or delay all or any part of the contract, upon written notice.
4. All Proposers are obligated to update any changes in their proposals prior to the proposal due date.

D. Addendum, Errors and Omissions

1. If a Proposer discovers any ambiguity, conflict, discrepancy, omission or other error in this RFP, it shall immediately notify William Funk, in writing, of such error and request clarification or modification to the document.
2. Should the Library find it necessary to modify this RFP, a notice of that modification will be made by way of an addendum that will be posted to the RFP website.
3. If a Proposer fails to notify the Library of a known error or an error that reasonably should have been known prior to the final filing date for submission, the Proposer shall assume the risk. If awarded the contract, the Proposer(s) shall not be entitled to additional compensation or time by reason of the error or its late correction.

E. Debriefing of Unsuccessful Proposers

Upon written request via email to William Funk, a debriefing will be scheduled with an unsuccessful Proposer after the Library has provided notice of its selection of one or more successful Proposer(s). Discussion will be limited to a critique of the proposal submitted by the Proposer requesting the debriefing. Comparisons between proposals or evaluations of the other proposals will not be discussed. Debriefings may be conducted in person or on the telephone, at the Library's discretion.