Request for Proposals for
Digital Asset Management System
(DAMS)
RFP # 0323-1
Questions and Answers

March 28, 2023

Note: Red font identifies an expanded answer to one previously published

Q1.   Would there be a budget for this RFP?

A1.   This question seeks information that is not required to submit a responsive proposal.

Q2.   Even though all of the scenarios are not to be demoed, should be assume that future development would include the other areas?

A2.   Yes, we want a system that meets all our requirements and usage scenarios. Review all of the all requirements documents and address how your proposed solution meets the items outlined. Additionally, as stated in Appendix 1- Usage Scenarios document, vendors should "be prepared to demonstrate all Usage Scenarios during the evaluation process if requested by the Library."

Q3.   Can you please help clarify the documents for the RFP? The file, RFP DAMS -final.pdf, seems to be referencing files that cannot be found at: https://www.queenslibrary.org/about-us/procurement-opportunities
   A. Appendix 1 – DAMS - Usage Scenarios, this not posted though there is a file "Attachment 1 - FORMS for RFP.pdf" and also "RFI Digital Asset Management System - Usage Scenarios.pdf"
   B. Appendix 2- QPL requirements excel document, this is not posted though there is a file "Appendix 2- QPL requirements excel document.pdf"

A3.   The RFP solicitation provides a DropBox link where those 2 files can be accessed. https://www.dropbox.com/scl/fo/lew3rimcd1wn48blt1aas/h?dl=0&rlkey=iqfqvj3yqc1u4flsotno996ht

Q4.   On page 9 of the RFP, the Queens Public Library states: "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."
"Can you please expand on the etc., we are able to provide the services under Texas DBITs or Omnia as a contract vehicle or through a reseller partner such as [reseller] via Omnia, would that be acceptable?"

A4. A proposal submitted with the partnership of a reseller using a government contract such as Omnia, Sourcewell, NYC DCAS, MASS OSD or other government contracts, where the initiating agency permits other government agencies to use, will be considered by the Library. Please clearly indicate which parts of the solution and or work are eligible to be purchased through the referenced government contract.

Q5. Is there any specific deadline by which the Digital Asset Management System (DAM) should be ready for production including all documented features?

A5. No. QPL will engage in fundraising activities at the conclusion of this RFP to raise funds needed for implementation. We have asked for all proposals to hold for 18 months so we have time for this process.

Q6. Does the VITAL repository support OAI-PMH or REST API or another mechanism for data export?

A6. VITAL support Web Service SOAP API and OAI-PMH.

Q7. In Usage Scenarios / US-04, you state that "The Researcher decides they would like to purchase a print of their selected image. They click a button (or similar) that takes them to a store interface where they can select additional options and checkout with a credit card". What is the store interface? Is it an external and existing system? Or is it [art of this project (a built-in system within the DAM)?

A7. QPL is open to different implementation methods. The requirement is the functionality described that a researcher be able to purchase a print of an image from our collections.

Q8. What will be the maximum size of the file which will be uploaded as a single file? For example: Image file size, Audio or Video File size

A8. Files will typically be high-resolution image scans and hour-long oral history interviews on video or audio formats. They are typically under 2 GB each.

Q9. Regarding FR-09, could you clarify whether the term "limited time" represents a fixed value that applies universally or whether it may be subject to variation on a case-by-case basis?

A9. The ability for QPL staff to adjust the amount of time that a user has access to restricted materials would be ideal. This adjustment could be at the level of the individual request (ideal) or a setting for all access requests that we would have to set for a unified expiration date (acceptable).

Q10. Regarding FR-19, will the videos always have subtitles before uploading? Are all the videos in English?

A10. Videos will rarely ever have subtitles upon upload and will not always be in English. We are looking for automated transcription for videos we upload of oral history interviews.

Q11. Regarding FR-23, how many languages should be supported in the proposed solution? Can you specify whether the proposer or the Library will provide the translated content? Should also the asset's metadata support localization?

A11. Hoping it can support our most popular languages, which I believe is a list of at least 12 languages. Here are the top 10 languages spoken in Queens.
  o Spanish
  o Chinese (Mandarin and Cantonese)
  o Bengali
  o Korean
  o Tagalog, Filipino
  o Russian
  o Haitian
  o Polish
  o Greek
  o Punjabi
We would like the proposer to have a more automated solution on translated content. No to supporting localization

Q12. Regarding FR-29, please clarify the precise meaning of duplication regarding file integrity and error management. Specifically, does this refer solely to checksum checks, or are there other methods of identifying and addressing duplication issues that should be considered?

A12. Do you mean FR-28? The QPL team is interested in having a system in place that will notify us if we accidentally create a duplicate of a file that we don't need or if the system somehow generates a duplicate. We want to avoid confusion and redundant storage of large files.

Q13. If our DAM solution provides all of the same functionality whether it is deployed On-Premise or in the cloud(SaaS) or as a hybrid solution should we submit 3 separate full proposals or just 3 separate pricing sheets?

A13. Three separate full proposals.

Q14. What is the allocated budget for this project?

A14. This question seeks information that is not required to submit a responsive proposal.

Q15. For the QPL site, which is currently averaging ~ 500k visitors/month, will the DAM publish to a CDN?

A15.   Yes.

Q16.   Will this be the Vendor CDN or Existing QPL CDN?

A16.   Proposals should provide solutions for either scenario and identify any associated additional costs.

Q17.   Is the goal to have a DAM as a Public facing portal?

A17.   Yes, we want to make assets and metadata from the DAM discoverable through the main QueensLibrary.org website as well as maintaining a public access portal for just the digital archives content.

Q18.   Pg6: QPL states "Also, provide ongoing service, updates, bug fixes, and system enhancements. Proposer to provide up-front costs, and the ongoing service contract costs." If the proposer is recommending Software as a Service (SaaS) by definition the service, updates, bug fixes and system enhancements are part of the service fee. Can you please clarify that this is QPL understanding or are you asking for additional configuration or implementation services post go live. (beyond the professional services asked for future customizations and enhancements.)

A18.   Yes, QPL is seeking a solution provider who is able to provide a complete solution along with these standard services under a service contract.

Q19.   DAM will not have public access. We assume this will be restricted and will have access control to implement US-04 (Public request for existing asset) where link will be generated SOLR system, this public page will be part of DAM system, where we will give view and download functionality with an accessible public page.

A19.   That is correct, we want to restrict public access to high resolution assets saved on our DAMS. As for how discretionary access would function, that is flexible, but must meet business requirements.

Q20.   Search will only be based on metadata or other fields like name, transcript also needs to be considered? Will this be handled by SOLR, we only have to provision to expose this metadata?

A20.   Yes, we want our transcripts to be full-text searchable. Records will be shared via the library's main website, which uses SOLR, but digital archives assets will also be available on their own web portal, using whatever indexing that system uses.

Q21.   Can the development be done by our offshore team and handed back to our US team?

A21.   Yes. Please describe the workflow you propose.

Q22.   Will this project be completely remote or onsite on occasions?

A22.   Please make a case for how you would like to conduct the work. We need an effective and efficient process.

Q23.   What CMS are currently using for your website? Do you intend to make a change?

A23.   This system will replace a number of disconnected frontend access portals and backend processing software. The current digital archives site is a custom drupal site, AV content is shared with the public on an Aviary instance.

Q24.   How many languages do you require your DAM to translate?

A24.   Ten, see the response to question 11.

Q25.   I see the number of full users. Any idea how many public/external users would be accessing your DAM via a portal?

A25.   55 concurrent users is the threshold we use for the library's main website. This site should be able to withstand similar traffic.

Q26.   Will you consider solutions with file size limitations? What is the largest file you anticipate importing into your DAM?

A26.   At this time, large video files seem to be our largest assets, none are more than 10 GB.

Q27.   Does the library have existing Change Management and Communications resources the successful vendor should work with?

A27.   We use Bee Pro, Eloqua, Dynamics and Remedy.

Q28.   In addition to the Marketing team, 1 heavy and 5-7 medium users and the Archive team 2-3 heavy, 5-8 medium users do you anticipate any other training needs potentially around your IT department or management teams?

A28.   Yes. We expect many staffers across the organization to need training on using configured modules such as a grant writer who needs to search for, download, and properly credit a photo he wants to use in a proposal. There will also be training for configuration tasks our IT team will be responsible for doing. Our IT department handles things like SOLR indexing for DAMS assets that will be searchable on the library's main website. They also handle server infrastructure, domain name acquisition and web hosting. We anticipate the

vendor interfacing with ITD staff for initial configuration, but not necessarily for ongoing service issues.

Q29. Are you driving towards any timelines? Is your existing agreement with VITAL coming to an end or is hardware warranty ending. Are there any external changes driving the need to move to a new DAMS today?

A29. No.

Q30. What is the anticipated monthly unique visitors anticipated by QPL?

A30. The main QPL website sees 50-55 concurrent visitors. The current digital archives site gets about 50,000 visits/year. The main QPL site gets about 3 million visits/year.

Q31. Do you have existing Design System and visual brand guideline that we can leverage or do we need to develop one?

A31. Yes. We have existing design guidelines.