ST. LOUIS COUNTY LIBRARY DISTRICT

REQUEST FOR PROPOSALS

DIGITAL ARCHIVE COLLECTION MANAGEMENT SYSTEM

DATE ISSUED: June 1, 2023

The Board of Trustees of the St. Louis County Library District (“Library District”) is accepting proposals (“Proposal” or “Proposals”) pursuant to this Request for Proposals from qualified Proposers for providing a Digital Archive Collection Management System (the “Project”).

All Proposals are due no later than 2:00 P.M. C.D.T., on July 6, 2023.

Proposers shall complete the Proposal as required in this Request for Proposals and deliver the completed Proposal by email only to Eric Button, ebutton@slcl.org. The email subject line should be “Request for Proposals – Digital Archive Collection Management System.”

To protect the integrity of the Proposal selection process, any questions concerning this Request for Proposals, the Proposal process or Proposal specifications shall be emailed only to Eric Button at ebutton@slcl.org in accordance with this Request for Proposals.

It is anticipated that the Proposals will be considered by the Library District’s Board of Trustees at the July 17, 2023 meeting after consideration by the Selection Committee and recommendation to the Director.

The Library District reserves the right to reject any and all Proposals and to waive formalities in the best interests of the Library District.
BACKGROUND

The Library District is a political subdivision of the State of Missouri. The Board of Trustees (“Board of Trustees”) of the Library District is a body corporate with all the powers and rights of like or similar corporations serving more than 863,000 Library District residents. All management and control of the Library District is vested in a Board of Trustees consisting of five Trustees appointed by the County Executive of St. Louis County, Missouri. The Trustees serve staggered four-year terms.

The Board of Trustees appoints a qualified librarian who holds that office at the Board of Trustees’ pleasure as the chief executive and administrative officer (“Director”) of the Library District.

The Board of Trustees has the power to purchase grounds, erect appropriate buildings and improve existing buildings for the use of the Library District and its branches out of funds available or through the issuance of bonds or otherwise.

This Request for Proposals is for the provision of a Digital Archive Collection Management System.
GENERAL REQUIREMENTS

The Project is subject to all applicable laws of the State of Missouri governing the Library District including but not limited to the following:

- Missouri law prohibits all employers from employing aliens unlawfully present in the United States to perform work within the State of Missouri, including the Project and Proposers must comply with the provisions relating thereto in Section 285.530 RSMo, as amended.

- All Proposers on Library District contracts for services in excess of $5000 must provide the Library District with documentation and a sworn affidavit, with respect to employees working in connection with the contracted services, affirming enrollment in a Federal Work Authorization Program (“FWAP”). The affidavit shall also provide that the Proposer does not knowingly employ any person in connection with the contracted services who is an unauthorized alien. Such affidavits must be provided with the Proposal.

- In the event that the contract for the services described in this Request for Proposals is for $100,000 or more, and the successful Proposer employs ten (10) or more employees, the contract shall include a written certification that the Proposer is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.

- Every transient employer must comply with Sections 285.230 through 285.234 RSMo, as amended, when applicable.

- Pursuant to Sections 34.070 and 34.073 RSMo, the Library District prefers to purchase those materials, products and supplies which are produced, manufactured, compounded, made or grown, within the State of Missouri when they are found in marketable quantities and are a quality suited to the purpose intended, and can be secured without additional cost over out-of-state products. Quality and fitness of articles will be considered in making purchases or letting contracts. Similarly, in letting contracts for the performance of any job or services, the Library District prefers Missouri firms, corporations or individuals, or firms, corporations or individuals which maintain Missouri offices, when the quality of performance promised is equal and the price quoted is the same or less.

In addition to the general requirements listed above, the successful Proposer shall comply with all laws, ordinances, regulations, applicable zoning and building requirements, and orders of federal, state, county, and local governing authorities pertaining and applicable to each Library District Location, the successful Proposer and/or the Library District.

Applicable insurance coverage must be provided by the successful Proposer before any work can be started on the Project.
The Library District will make every effort to target and utilize Minority/Women Business Enterprises (MBE/WBE) by using the Missouri Minority/Women Business Enterprise Program Directory as a source of identification of potential Proposers. The Library District Policy provides that MBE/WBEs must be certified by the Office of Supplier and Workforce Diversity (OSWD), State of Missouri, and that such entities will be provided an equitable and fair opportunity to submit Proposals.

These general requirements, this Request for Proposals, the Proposal and the specifications, drawings, schedules and instructions of the Project shall be incorporated in the contract and/or purchase order signed by the parties should the Proposer be awarded a contract under this Request for Proposals.
SCOPE OF WORK

The following Scope of Work provides an overview of the terms and conditions being sought by the Library District for the Project:

The St. Louis County Library is seeking a technology solution for our growing collection of archival digital assets. The desired repository technology will allow for cataloging and upload of digital files that can be published on the web for searching, discovery and use by the general public.

The successful Software as a Service (SaaS) solution will have administration portals as well as public portals that can be accessed via widely used desktop and mobile browsers. SaaS must be a web-based, vendor-hosted commercially available collections management software that has a proven history (minimum of five (5) years) of successful performance. The software administration interface will provide our collection team with a user-friendly, pre-built application that provides all or most of our requirements. The online interface will promote exploration of the collection via browsing thumbnails, virtual galleries, categories and advanced search and results functionality.

Back End
The Library is seeking proposals from qualified vendors for a digital asset management system that can provide the following administrative functionality:

1. Storage of many different file types including JPEG, TIFF, XML, PDF, HTML, PPT, DOCX, XLXS, JPEG2000, MP3, WAV, MP4
2. Imports single or multiple files
3. Delete single or multiple files
4. Singly or batch creates display and thumbnail images
5. Ability to upload digital objects in large batches (e.g. 100 or more)
6. Ability to batch edit metadata for objects in the repository
7. Graphical interface for uploading and editing of objects
8. Ability to handle digital objects comprised of many files (e.g. multi-page objects stored as multiple individual files)
9. Ability for staff to upload and edit objects from different physical locations
10. Ability to assign different levels of permissions related to staff positions
   a. I.E. Edit, Delete, Creation assignments
11. Ability to restrict or allow remote access to the platform including allowing access to specific digitized collections
   a. Restriction to specific collections could be implemented based on static IP of library district
12. Ability to upload files but disable publishing until a predetermined date
13. Support for multiple metadata schemas such as Dublin Core
14. Ability to show or hide individual metadata fields from public view
15. Ability to include or exclude individual fields from public search
16. Ability to group objects into sub-categories or collections for delivery in separate web interfaces
17. OAI-PMH compliance for harvesting metadata by third parties
18. Ability to create custom web pages to complement the collection of digital objects
19. Ability to export and migrate the entire repository to a new system if desired
20. Integration with our Drupal 9 content management system
21. Reporting and analytics on use of the site (proposals should include options for various reporting)
22. Support for display of metadata records that do not have associated image files (i.e. metadata-only records)

Front End
The web interface should provide the following functionality for end users:
1. Responsive design or a mobile version for small screens
2. Keyword searchable collection of content
3. Advanced search functionality to target and combine individual fields for search
4. Search results that are sortable by date, title or other fields
5. Support for custom branding and other design by the Library
6. An image viewer that allows zooming and panning with the mouse
7. Image viewer that accommodates multi page objects such as books, letters and other documents
8. Functionality for downloading of files in preservation/access formats of objects within the archive
9. Support for display or download of non-image (document) files such as PDF, DOCX, AVI, MP3, WAV
10. Support for playing of audio and video directly in the browser
11. Ability to present live hyperlinks in metadata fields
12. ADA compliance

Hosting
The Library is looking for a hosted solution, not one that is managed locally.
1. The hosting environment should be scalable, capable of storing an unlimited number of digital object files
2. The public website should be able to accommodate upwards of 40,000 visits per month
3. The preferred vendor will offer 24-hour emergency support for periods of downtime
4. The vendor will provide Secure Shell (preferred) or FTP access if deemed necessary by Library staff
5. The vendor will offer compliance with Barracuda Web Filter, the Library’s web filtering software
6. The vendor will perform system upgrades
7. Data security, including daily backups and data recovery services (proposals should describe vendor’s infrastructure and procedures for maintaining a secure hosting environment)
8. The preferred vendor will provide staff training of the Library key staff (proposals should include description of recommended training and options)

Desired Vendor Qualifications:
1. Previous experience in creating digital archives for public libraries, historical societies, or archives
2. The ability to provide 24 hour emergency support
3. Previous experience with Integrated Library System providers
4. The selected service provider will have been in operation at least 3 years

Proposal Content & Format
To provide a degree of consistency in review of the written proposals, Proposers are required to prepare their proposals in the format described below:

Experience, Expertise and Capabilities
Give a background of the company's or contractor's experience and qualifications. This should include a brief history, the date founded, ownership and any subsidiary relationships. Also list the types of services the company or contractor is qualified to perform. Give examples of experience for similar services to other entities, and the work efficiencies that the company is able to provide. Please note the company or contractor's ability to meet the "Desired Vendor Qualification" listed in the Scope of Work.

Personnel
Provide the names of key management personnel who would be directly involved in providing services to the Library. Describe their relationship in the company, the role they would play, their experience, qualifications and years of service with the company.

Service Approach
Submit a clear, concise response to accomplish the scope of services that reflects your understanding of the library's requirements as described in the Scope of Service. Include information about the timeframe needed to provide the services required by the Library. This response should demonstrate an understanding of the Library's needs.

Fees
Submit a detailed breakdown of all costs and charges involved in completing the scope of work, with a price schedule for services. Breakdown should also include annual fees and any charges related to upgrades and staff training. The Library relies on the Proposer to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by the Library.

References
Submit information regarding three (3) comparable projects that the vendor has completed as the prime contractor within the last five (5) years. The projects shall indicate the start and completion dates, services and equipment provided, contract term, and any warranty and benefits provided to the client. Please provide contact information for each reference.
PROPOSAL REQUIREMENTS

1. The Proposal must be delivered and received not later than 2:00 P.M. C.D.T. on July 6, 2023. No Proposal will be accepted after this time and any Proposal arriving after this time will be returned unopened.

2. Proposal shall be addressed as follows:

   The Proposal must be emailed to:

   Eric Button, ebutton@slcl.org

   The email subject line shall read as follows:

   “Request for Proposals – Digital Archive Collection Management System”

3. Each Proposer shall submit their Proposal as an electronic PDF. Blank pages and/or electronic PDF tabs may be used to delineate discrete sections. Each Proposer shall submit one (1) complete copy of the Proposal and one (1) “public/press” copy of the Proposal in which the individual or firm should redact any information which it deems confidential or proprietary.

   Notwithstanding the foregoing, the Library District must comply with the Missouri Sunshine Law; therefore, all Proposals and other documentation submitted to the Library District in response to this Request for Proposals (including fees) may be subject to disclosure pursuant to Missouri law and/or Library District policy.

4. Any Proposer desiring an explanation or interpretation of this Request for Proposals must request it in writing no later than 1:00 P.M. C.D.T. on June 8, 2023, and such request shall be emailed only to ebutton@slcl.org. Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a Proposer concerning a solicitation will be furnished promptly to all other Proposers as an amendment of this Request for Proposals, if that information is necessary in submitting Proposals or if the lack of it would be prejudicial to any other prospective Proposers.

5. If this Request for Proposals is amended, then all terms and conditions, which are not modified, remain unchanged. Proposers shall acknowledge receipt of any amendments to this Request for Proposals by: (i) signing and returning the amendment; and (ii) identifying the amendment number and date in the space provided for this purpose. The Library District must receive the acknowledgement by the time specified for receipt of the Proposal.
6. No Proposal shall be withdrawn for a period of 90 days subsequent to the opening of the Proposal without prior written consent of the Library District.

7. Each Proposal must include a COVER LETTER which must indicate that the signer is authorized to bind the Proposer contractually and must identify the title or position of the signer. The COVER LETTER shall also contain the following:

(i) The name of the Proposer, address, telephone number and email address;

(ii) A statement that (a) the Proposer is willing and able to provide the goods and services required for a successful engagement; (b) the Proposer has read and understands the Request for Proposals; (c) the Proposer has visited and examined each Library District Location; and (d) the Proposal is made in accordance with the Request for Proposals and is based upon the materials, products, systems and equipment required by the Request for Proposals.

(iii) The name of the individual within the Proposer, who will be the primary contact concerning this engagement;

(iv) Copies of all license(s) from applicable governing authority to do business at each Library District Location and certificate of good standing for the State of Missouri, as applicable;

(v) Documentation and sworn affidavit with respect to employees working in connection with the Proposal, affirming enrollment in a Federal Work Authorization Program.

(vi) The Proposer’s qualifications to provide and implement the Project, and its experience in the provision and installation of similar projects, including such projects for public or governmental entities, within the last five years.

10. An unsigned submission shall be rejected.

11. The Library District is not liable for any cost incurred by the Proposer prior to issuance of a legally executed contract by the Library District and/or purchase order authorized by the Library District.
SELECTION PROCEDURES

1. Proposals shall be referred to and reviewed by a Selection Committee composed of members selected by the Director.

2. Proposals that fail to adhere to the requirements of this Request for Proposals may result in the Proposal being disqualified as non-responsive.

3. The Proposal will be used to measure the lowest and best proposal. In determining the best Proposal, among other factors, the Library District may consider all factors in this Request for Proposals including, but not limited to, the proposed costs, the location of the proposer, MBE/WBE participation/interest in the business, and prior performance.

4. The Selection Committee will make a recommendation to the Director who will make a recommendation to the Board of Trustees.
AWARD

1. The right is reserved by the Board of Trustees to cancel this Request for Proposals, to reject any and all Proposals, and to waive formalities in the best interests of the Library District.

2. The Board of Trustees reserves the right to split awards and/or make multiple awards.

3. Subject to the rights reserved by the Library District, an award will be made by the Board of Trustees to the Proposer determined to be the lowest and best Proposal.

4. All Proposers will be notified of the Library District’s selection as soon as possible.

5. The successful Proposer will be issued a Notice of Award. Within five (5) business days, the successful Proposer shall provide the following minimum documentation:

   (a) Proof of the appropriate insurance coverage:

      (i) Worker’s Compensation & Employers Liability – Statutory Amount (Mandatory);

      (ii) Comprehensive Automobile Liability for vehicles used – $1,000,000;

      (iii) Comprehensive General Liability – $2,000,000; and

      (iv) Other insurance (as appropriate for the Project) – $1,000,000.

   (b) Federal Tax Payer Identification Number.

   (c) Evidence that the Proposer is authorized to do business in Missouri and at each Library District Location.