



Sacramento Public Library

Language Learning Database

**Request for Proposal (RFP)
Release Date: March 18, 2014**

Vendor Responses Due Date: April 16, 2014 at 3 p.m.

Contact:

Nina Biddle
Library Materials Manager
916-264-2866
nbiddle@saclibrary.org

**SACRAMENTO PUBLIC LIBRARY
REQUEST FOR PROPOSAL
FOR
LANGUAGE LEARNING DATABASE
March 2014**

INTRODUCTION

The Sacramento Public Library seeks proposals from qualified vendors for a language learning database that will provide online courses for world languages and English as a Second Language (ESL).

I. SCOPE OF SERVICE

The Library has a strong desire to provide library patrons with access to a language learning database.

Required features are:

A. Content and System Functionality

- Online language learning courses in (at minimum) Spanish, French, Italian, German, Japanese, Mandarin Chinese, Korean, Russian, Portuguese and Vietnamese.
- Online English courses for learning English as a Second Language (ESL).
- Database interface must be user-friendly and intuitive.
- Customer service and technical support for patrons by phone and/or email.

B. Technical Specifications

- ADA accessible and compatible with screen reader software.
- Remote/web access for library card holders. For patrons accessing the service remotely, databases must be compatible with current integrated library system, Sierra 1.1.2 from Innovative Interfaces, Inc.
- Compatible with all future ILS upgrades.
- Not require the purchase of any additional software or hardware.

C. Evaluation

The Library requires a 30 day test and review period as part of bid evaluation. Vendors will provide, at no cost to the Library:

- Unlimited access login to products and services bid.
- Technical support during evaluation period.

**SACRAMENTO PUBLIC LIBRARY
REQUEST FOR PROPOSAL
FOR
LANGUAGE LEARNING DATABASE
March 2014**

Preferred features are:

- English courses for Spanish speakers, Mandarin speakers and a generic online English course intended for any native speakers.
- Mobile app and/or mobile website.
- Option to login as an anonymous user.

COMPUTING ENVIRONMENT

Server Systems. The Library's infrastructure consists of Dell hardware servers, an EqualLogic storage area network system and VMware virtualization software. The virtualized server's operating systems are a combination of Windows Server 2008 R2.

Client Systems. The Library's computer infrastructure consists of 1500 Dell series desktop computers running Microsoft Windows 7 Operating System, 40 lending Google Chromebooks and 95 Windows 7 laptops.

Software Platforms. The Library provides most services centrally from the main library. The following networked services are available to staff and customers. Unless otherwise noted these services are available in all the 28 branch locations:

- Sierra Integrated Library System for lending and inventory of materials
- Sierra Integrated Library System is used to authenticate customer's access to vendor provided services
- Internet Access to staff and customers
- Open Internet Access via Wi-Fi
- Websense Internet filter
- Supported public computer browsers:
 - Internet Explorer 9.08
 - Firefox 26

Network. The Library's network environment consists of Cisco routers and switches. The Library's wide area network (WAN) includes Fiber Optic and DS3 circuits from three vendors to 28 locations throughout Sacramento County. The network design is hub & spoke model, with centralized Internet access from branch locations. Internet users are redirected using the central firewall.

Wi-Fi service platform is based on 802.11abgn

**SACRAMENTO PUBLIC LIBRARY
REQUEST FOR PROPOSAL
FOR
LANGUAGE LEARNING DATABASE
March 2014**

II. Vendor Qualifications

The Library will accept vendor price quotations negotiated by other libraries in California, or by CALIFA. The contract period is one year with two one-year renewals for a total of three years. The vendor is to include the following in their response:

- A. One page narrative including, but not limited to, a company profile and detailed content description, including language courses offered, type of learning content, and training delivery method.
- B. Price quote for a contract period of 1 to 3 years
 - a. Pricing
 - b. Start-up and recurring cost for the term of the contract
 - c. Itemized pricing for technical support, if relevant
- C. Installation/operational requirements
- D. Technical support levels and coverage
- E. Frequency of software upgrades, distribution methods and costs
- F. Evaluation period login specifications

III. DEADLINE FOR RESPONSES TO RFP

Three printed copies of the proposal and price quote in sealed envelopes must be received by 3:00 p.m. on April 16, 2014.

Send proposals to Nina Biddle, Library Materials Manager, 828 I Street, Sacramento, CA 95814. Email or fax copies are not accepted.

**SACRAMENTO PUBLIC LIBRARY
REQUEST FOR PROPOSAL
FOR
LANGUAGE LEARNING DATABASE
March 2014**

IV. CALENDAR

The Library anticipates the following calendar of activities related to this RFP:

<u>March 18</u>	<u>RFP issued</u>
<u>April 14 at 5 pm Pacific</u>	<u>Deadline for questions</u>
<u>April 16 at 3 pm Pacific</u>	<u>Deadline for proposal with price quote(s); bid opening</u>
<u>April 17 – May 16</u>	<u>Evaluation period</u>
<u>May 20</u>	<u>Vendor selection</u>
<u>July 1</u>	<u>Contract start date</u>

V. QUESTIONS

Questions about this RFP should be directed to nbiddle@saclibrary.org. We will make every effort to answer questions as soon as possible, within two business days of receipt. A summary of vendor questions will be posted to the Request for Proposal page on the Library website (<http://www.saclibrary.org/About-Us/Request-For-Proposals/>).

**SACRAMENTO PUBLIC LIBRARY
REQUEST FOR PROPOSAL
FOR
LANGUAGE LEARNING DATABASE
March 2014**

VI. OTHER TERMS AND CONDITIONS

The vendor agrees to the following:

1. To examine the RFP and conditions thoroughly. The failure of omission of any vendor to examine any form, instrument or document shall in no way relieve any vendor from any obligation in respect to their proposal.

2. To comply with all federal, state, and city laws, ordinances, and rules

Library expressly reserves the following rights:

- To Waive or reject any and/or all irregularities in the proposals submitted.
- To waive or reject any and/or all proposals or portions thereof.
- To reject all proposals and negotiate with an individual vendor or any other person or entity.
- To base awards with due regard to quality of services, experience, compliance with specifications and other such factors as may be necessary due to circumstance.
- To make the award to any vendor whose proposal is in the best interest of the Library.
- To negotiate different terms and conditions with any vendor the Library may choose.
- To utilize concepts submitted to the Library, via proposal, without compensation.