



Sacramento Public Library

Language Learning Database

**Request for Proposal (RFP)
Release Date: April 25, 2017**

RFP # SPLBID1114

Vendor Responses Due Date: May 26, 2017 at 3 p.m.

Contact:

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**SACRAMENTO PUBLIC LIBRARY
REQUEST FOR PROPOSAL
FOR
LANGUAGE LEARNING DATABASE
April 2017**

INTRODUCTION

The Sacramento Public Library Authority (“AUTHORITY”) 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 AUTHORITY 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.

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C. Evaluation

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

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

The AUTHORITY requires a presentation and question and answer session at the end of the evaluation period for the products and services bid. Presentation & question and answer session will occur near end of the evaluation period. Presentations may be online webinar style however in-person is preferred. Presentations are at no cost to the AUTHORITY.

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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 AUTHORITY's infrastructure consists of a Cisco UCS mini server environment, a Nimble 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 AUTHORITY'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 AUTHORITY 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 11.0.9
 - Firefox 51

Network. The AUTHORITY'S network environment consists of Cisco routers and switches. The AUTHORITY'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

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II. Vendor Qualifications

The AUTHORITY 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. Proposal Evaluation

Each response will be reviewed prior to the selection process for completeness and adherence to format. A response will be considered complete if all requested sections are included in the proper order and properly completed.

Evaluation Criteria

- Vendor cost, including maintenance, support, access fees, etc.
- Extent of experience with the Library
- Evaluation of platform by Library staff and/or patrons, with a final point value score given to each vendor based on the evaluation survey results.
- Quote preparation, thoroughness, and responsiveness to the RFP requirement

The successful bidder will be chosen based upon best value. The Library reserves the right to reject any or all bids.

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IV. 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 May 26, 2017.

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

V. CALENDAR

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

<u>April 25, 2017</u>	<u>RFP issued</u>
<u>May 22, 2017 at 5 pm Pacific</u>	<u>Deadline for questions</u>
<u>May 26, 2017 at 3 pm Pacific</u>	<u>Deadline for proposal with price quote(s); bid opening</u>
<u>May 30 – June 23, 2017</u>	<u>Evaluation period</u>
<u>June 27, 2017</u>	<u>Vendor selection</u>
<u>September 1, 2017</u>	<u>Contract start date</u>

VI. 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/>).

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VII. 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

AUTHORITY 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 AUTHORITY.
- To negotiate different terms and conditions with any vendor the AUTHORITY may choose.
- To utilize concepts submitted to the AUTHORITY, via proposal, without compensation.