

**CITY OF AUSTIN, TEXAS
PURCHASING SPECIFICATIONS FOR
AUSTIN PUBLIC LIBRARY
ADULT & JUVENILE DVDS & BLU-RAYS (ACQUISITIONS, CATALOGING, AND PROCESSING)**

1.0 PURPOSE

This Invitation for Bid (IFB) is intended to establish a contract with a commercially and technically qualified Contractor to supply the Austin Public Library (APL) adult and juvenile DVDs and Blu-Rays fully cataloged, added to inventory (holdings) records, and processed such that they are “shelf ready” in accordance with the APL’s specification and drop shipped to our many locations.

It is the City’s preference to award a single contract for the acquisition, cataloging, and processing of DVDs and Blu-Rays; however, in the event that Bidders are unable to supply DVDs and Blu-Rays in all of the categories or unable to provide the cataloging and processing services listed in this solicitation, the City reserves the right to award multiple contracts based on line item, group, product categories, and/or services. A Successful Bidder may be awarded either the entire contract, the majority of the contract, or select parts.

2.0 VALUE OF AGREEMENT

The City reserves the right to purchase more or less of the quantities as may be required during the Contract term. Orders will be as-needed and specified by the City on each order. Quantities stated on Section 0600, Bid Sheet are annual estimates and not a guarantee of actual volume. Quantities are provided as a guide to historical usage. There are no minimum order quantities and actual purchased quantities may vary.

3.0 BACKGROUND

At the time of this Contract, the Austin Public Library (APL) consists of a Central Library, 20 branch libraries, and the Austin History Center. No new branches are currently planned. The City has broken ground on a new Central Library which should open in 2016. During the term of this Contract, the City reserves the right to add or remove library locations as needed and without prior written notice to the Contractor.

APL uses the SirsiDynix Unicorn, automated library system for acquisitions, cataloging, circulation, and for the online public-access catalog.

4.0 CONTRACTOR QUALIFICATIONS

4.1 Companies who have the ability, experience, organization, technical qualifications, stock, and facilities for handling the anticipated contract volume, type of materials specified, and who can provide standard services commonly related to wholesale DVD/Blu-Ray trade, are invited to submit bids.

4.2 The Contractor shall be actively engaged in regular wholesale business for a period of five (5) years or more, and will carry a general stock of DVDs and Blu-Rays.

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- 4.3 The Contractor must be currently supplying DVDs/Blu-Rays on contractual basis with (5) public libraries serving communities with populations of 250,000 or more. Customer references shall be submitted as required in Section 0700 of the solicitation.
- 4.4 The Contractor must be actively engaged in selection, cataloging, processing and other related services for a period of three (3) or more years.
 - 4.4.1 The Contractor shall employ sufficient selection, cataloging, and processing staff to meet the demands of this contract. Indicate on Bid Sheet, Section 0600 the number of staff members that will be assigned to routinely catalog and process materials for APL. Staff assigned to catalog and process materials for APL shall be comparable to other Library systems similar in size.
 - 4.4.2 The Contractor must provide a minimum of (5) references for which the bidder has supplied comparable services. Customer references shall be submitted as required in Section 0700 of the solicitation.
 - 4.4.3 The Contractor's cataloging services and collection development units must be managed by staff members with ALA accredited Masters of Library Science/Information Science degree and have significant professional experience in their fields. Within five-business of request by the City, the Contractor shall provide copies of the Contractor's staff degrees and evidence of their experience as related to this field.

5.0 DISCOUNT FROM PRICE LIST

The Bidder must bid a flat rate discount for DVDs and Blu-Rays. Bids are to be made on the basis of "percentage discount from list price".

6.0 METHOD OF ORDERING

- 6.1 The City will assign a Contract number to the Contractor, and this number will be the controlling document number for the life of the Contract. Releases will be made throughout the term of the Contract in the form of a Delivery Order (DO).
- 6.2 Contractor must accept orders in the following transmission formats:
 - 6.2.1 Electronic Data Interchange (EDI) via SIRSI
 - 6.2.2 Ordering via Contractor's proprietary system 9XX information that can be used to create an order record in SirsiDynix
 - 6.2.3 By fax
 - 6.2.4 By phone
 - 6.2.5 By e-mail
 - 6.2.6 Printed Delivery Order
 - 6.2.7 Printed selection list

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- 6.3 Contractor's proprietary system must be able to accept extended BISAC, enhanced EDI and/or X12 orders with the ability to build orders containing quantity, library, location and item type.
 - 6.3.1 Contractor's proprietary system shall allow the Library to enter orders and to have full order inquiring capabilities.
 - 6.3.2 Contractor's proprietary electronic system must have the ability to accept:
 - 6.3.2.1 Ten (10) or thirteen (13) digit ISBN
 - 6.3.2.2 Stock number
 - 6.3.2.3 Product identification
 - 6.3.2.4 OCLC number
 - 6.3.2.5 UPC
 - 6.3.2.6 Publisher number

7.0 FLEXIBILITY IN MEETING SPECIAL CIRCUMSTANCE AND NEEDS

- 7.1 The Contractor shall have the ability to be flexible and have a willingness to meet any special circumstances or changing needs that may occur during the term of the Contract.
- 7.2 Based on detailed development profiles, the Contractor shall provide selection list and aids from which library staff can select materials for the collection. Such list should be provided via the Contractor's web based online bibliographic software and, upon request, via excel.
- 7.3 The Contractor shall accommodate any process changes due to SirsiDynix upgrades or Library requirements.
- 7.4 "Blanket" or "Approval" purchase plans and open day collections may also be purchased under this agreement.

8.0 COLLECTION DEVELOPMENT & SELECTION TOOL SERVICES

- 8.1 Prior to Contract award, the City may request to have a demonstration of the Bidder's proprietary system. The purpose of the demonstration will be for the City to determine that the Bidder's system meets the functionality requirements of quality, performance, and characteristics as described herein, and desired by APL, and is not intended to limit or restrict competition. Any system not meeting the functionality requirements will be deemed by the City as non-responsive and non-responsible and may therefore result in the disqualification of the Bidder's Bid. Decisions of functionality will be at the sole interpretation and discretion of the City of Austin. A blanket statement by the Bidder that its system will meet all requirements will not be sufficient.

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- 8.2 APL must have free multi-level access to the Contractor's proprietary system with the following features:
- 8.2.1 Ability to build carts that can be shared, private and public for library staff
 - 8.2.2 Ability to know during search if an items is already on another list
 - 8.2.3 Duplicate checking by title as well as ISBN and UPC
 - 8.2.4 Search abilities by title, ISBN, author, keyword, UPC, OCLC number
 - 8.2.5 Ability to do advance searches by type, price, age group and format
 - 8.2.6 Real-time inventory information (such as number item on hand and on order)
 - 8.2.7 Ability to add titles to a cart using a template with multiple locations and funds
 - 8.2.8 Title descriptions, physical information, LC subjects, LCCN, Dewey
 - 8.2.9 Ability to merge, copy, or sort carts by UPC, ISBN, price, pub date, publisher, and title ability to create a grid to order one title multiple times for different locations
 - 8.2.10 Ability to search by review source and its publication date desired especially Library Journal, Book list, Kirkus, School Library Journal, publishers weekly, New Yorker, and Book Review
 - 8.2.11 Access to full text reviews, annotations, cover images and citations
 - 8.2.12 Access to pre-built specialty list
 - 8.2.13 Ability to globally add or change funds, locations, quantities and local notes for all items in a list
 - 8.2.14 Ability to generate a report of expenditures on a single list by fund and location
 - 8.2.15 Ability to put all wanted titles on one list and distribute to multiple locations
 - 8.2.16 Ability to check status of order
 - 8.2.17 Ability to track cart or list totals
 - 8.2.18 Ability to download MARC-formatted records from selection list
 - 8.2.19 Advance notification system for upcoming "hot" titles
 - 8.2.20 Contractor created selection list with well-reviewed titles and titles of interest of public libraries that are not normally reviewed
 - 8.2.21 Ability to view pre-publication announcements list of upcoming popular releases
- 8.3 The Contractor's database must have the ability to provide brief order records and handle multiple libraries with multiple fund codes. These records must be able to be easily transferred into the Library's SirsiDynix acquisitions module.

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- 8.4 The Contractor must provide ongoing support for online services, notification when new releases or upgrades that are available, and a toll free number and email for technical support.
- 8.5 The Contractor's database should provide different levels of access that will allow full privileges to collection development staff and limited access to public staff.
- 8.6 Online database must have the ability to interact with SirsiDynix.

9.0 CATALOGING & CREATION OF BIBLIOGRAPHIC & HOLDING RECORDS

The vendor is to supply a full bibliographic record in MARC format and add holdings. (See new bibliographic records)

9.1 CATALOGING LEVELS

9.2 Vendor will supply bibliographic record on one of the following levels:

9.2.1 Copy cataloging:

Bibliographic record obtained from OCLC or other bibliographic databases, which meets at least minimum requirements of MARC records (Reference minimum MARC record requirements) and requires minimal editing. (i.e. verification and/or minimal modification of 1XX, 3XX, 5XX, 6XX, 7XX and Dewey standard call number)

9.2.2 Enhanced cataloging:

Bibliographic record obtained from OCLC or other bibliographic databases, which does not meet at least minimum requirements of MARC records (Reference minimum MARC record requirements) and require that the record be brought up to full cataloging standards. (i.e. Library of Congress CIP or IN PROCESS records, which must be upgraded to meet at least minimum requirements, be assigned unabridged Dewey Decimal call number and be assigned subject headings)

9.2.3 Derived cataloging:

If no matching record is found in OCLC or other bibliographic databases, a new bibliographic record is derived from an existing bibliographic record whereby minimal editing is required to meet at least minimum requirements of MARC record (Reference minimum MARC record requirements). (i.e. new record is created via derivation of different format, previous ed, or similar record)

9.2.4 Original cataloging

No bibliographic record can be found in OCLC or other bibliographic databases requiring vendor's catalogers to create a record, assign name(s), subject headings, and create an unabridged Dewey Decimal call number. Record must at least meet minimum requirements of MARC records (Reference minimum MARC record requirements). It is estimated that only an extremely small percentage (less than 1%) of the titles ordered would require original cataloging.

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9.3 NEW BIBLIOGRAPHIC RECORDS

- 9.3.1 Vendor will supply bibliographic record on one of the specified cataloging levels: Different publications, printings, bindings, etc. will not be combined on one bibliographic record.
- 9.3.2 New records will be required for:
 - 9.3.2.1 Each edition or release
 - 9.3.2.2 Each packaging
 - 9.3.2.3 Each volume or part of a larger set or multi-volume monographic
- 9.3.3 Vendor will first search OCLC, or other bibliographic database contracted by APL during the term of this contract, for matching record.
 - 9.3.3.1 Match criteria are: Title, author, publication date, edition, ISBN, UPCN, and or MFG #
 - 9.3.3.2 Serial and set records are not accepted
 - 9.3.3.3 Preference order of OCLC records shall be DLC, NLC, GPO, other
- 9.3.4 If matching record cannot be found in OCLC, or other bibliographic database contracted by APL during the term of this contract, other bibliographic databases may be used to search for record.
 - 9.3.4.1 Match criteria are: Title, author, publication date, edition, ISBN, UPCN, and or MFG #
 - 9.3.4.2 Serial and set records are not accepted
 - 9.3.4.3 Bibliographic record must meet at least minimum requirements of MARC records (Reference minimum MARC record requirements) and local bibliographic specifications set out in this document.
- 9.3.5 If matching record cannot be found in other bibliographic databases vendor will supply original cataloging.
 - 9.3.5.1 Bibliographic record must meet at least minimum requirements of MARC records (Reference minimum MARC record requirements) and all other original cataloging and local specifications set out in this document.

9.4 MINIMUM MARC RECORD REQUIREMENTS

- 9.4.1 For all new bibliographic records provided, the following standards shall apply: Records must be in accordance with all national cataloging standards:
 - 9.4.1.1 Anglo-American Cataloging Rules, 2nd edition, (AACR2) with latest revisions or editions; Resource Description and Access (RDA) with any subsequent editions or revisions published during contract period
 - 9.4.1.2 ARC 22 format for Bibliographic Data, with any subsequent editions or revisions published during contract period

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- 9.4.1.3 Library of Congress Subject Headings, 35th edition with any subsequent editions or revisions published during contract period
- 9.4.2 Non-fiction call number using unabridged Dewey Decimal Classification 23rd edition with subsequent edition or revision, following all specifications regarding local call number conventions per library's call number specifications.
- 9.4.3 All new bibliographic records supplied will include 949 field with call number and item level information for each copy per Library's 949 field specifications.
- 9.4.4 Minimum field requirements for a single MARC record are:
- 9.4.4.1 In the record leader: the logical length in bytes 0-4; and, valid codes for record status, record type and bibliographic records in bytes 5-7. Uppercase letters are not valid in these elements.
- 9.4.4.2 A record directory
- a) (001) Control number
 - Subfield a OCLC Control Number
 - b) (007) Should be included in all records
 - c) (020) ISBN (13 digit)
 - Only one 13 digit ISBN corresponding to the item
 - d) (024 with 1st indicator value 1) UPC
 - e) (028) Publisher Number
 - f) (041) Language of soundtrack and subtitles should be noted in the 041 or 546 fields
 - g) (035) Local control number
 - Vendor will use this field for any unique vendor number
 - h) (099) Call Number
 - See specifications for APL call numbers
 - i) (1XX) Names or uniform title headings used as a main entry
 - j) (240) Uniform title added entry if applicable
 - k) (245) Title and statement of responsibility
 - Television programs are to be cataloged as Series Title with appropriate subtitle number, and part subfields required. (i.e 245; 00; |a SpongeBob SquarePants. |n Vol.3, |p Home sweet pineapple |h[videorecording])
 - RDA records will not have a subfield h.
 - l) (246) Varying form of title if applicable
 - Titles with parts or subtitles should have corresponding 246 fields. (i.e. 246; 30; Homesweet pineapple)
 - m) (250) Edition field – Enter the format of the disc as: Widescreen or Full screen vision, or both; or Blu-ray disc
 - n) (260) Publication, printing, distribution, issue, release or productions of work
 - Subfields a, b, and c required
 - RDA records will not use the 260 field.
 - o) (264) Public information

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- Vendor will provide publication date; supply missing parts of publication, distribution, or manufacture statements when necessary for understanding
- p) (300) Physical description of item
 - Subfields a, c and e (if applicable) required
- q) (336) Content type
 - Give \$a text \$2 rdacontent. Accept \$b if present. Accept other \$a if appropriate
- r) (337) Media type
 - Give \$a unmediated \$2 rdamedia. Accept \$b if present. Accept other \$a if appropriate
- s) (338) Carrier type
 - Give \$a volume \$2 rdacarrier. Accept \$b if present. Accept other \$a if appropriate
- t) (490) Series statements if applicable
 - 490 series statement will be supplied if applicable
 - Corresponding 8XX field will be supplied if 490 containing first indicator 1 is used.
- u) (505) Contents note is needed in a two disc set where one disc contains the movie and the other disc contains other versions of the movie or extras.
- v) (538) System requirements for DVD and Blu-rays should include the format DVD or Blu-ray as the first element followed by aspect ratio, sound information, television system, and region coding.
Examples:
 - 538 DVD; widescreen (2.35:1) enhanced for 16x9 televisions; Dolby digital 5.1 surround; DTS 5.1 surround; NTSC; region 1.
 - 538 Blu-ray disc, widescreen (2.40:1) presentation; Dolby digital 5.1 uncompressed (48kHz/16-bit) surround; Dolby digital 5.1 surround; 1080 p High-Definition
- w) (538) Additional 538 fields needed to describe computer portions of enhanced DVDs or Blu-rays. Blu-rays require note if not included with the first 538: Requires a Blu-ray player
- x) (546) Languages of the soundtracks and subtitles should be noted in the 041 and 546 fields.
- y) (5XX) Notes fields
 - Vendor will supply 500, 508, 511, 586, 520, and/or 521 fields when appropriate
- z) (6XX) Subject headings
 - Appropriate subject headings will be supplied for work
- aa) (7XX) Additional name and/or title access points
 - Vendor will supply appropriate access points for work
- bb) (8XX) Series added entries
 - Vendor will supply corresponding 8XX field when appropriate 490 field containing first indicator 1 is present

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- cc) (9XX) Local processing

Vendor will supply necessary item information in 949 field (see 949 Field Requirements)

- 9.4.5 All 1XX, 7XX and 6XX fields shall be subject to authority control. OCLC authority file forms or other bibliographic database contracted by APL during the term of the contract, will be used for name and subject headings including:

9.4.5.1 1xx, 7xx, and all 6xx fields with second indicator 0 when such forms exist.

9.5 949 FIELD REQUIREMENTS

- 9.5.1 949 fields will contain the following item information:

9.5.1.1 Subfield "a" (Call Number) Call number can be acquired from the following:

- a) 099 all subfield "a"
- b) If more than one 099 field exists, call number prefix should correspond to the holding code or fund
 - Subfield "w" Class Scheme
- c) Class Scheme will be entered as "DEWEY"
 - Subfield "h" Holding code
- d) Each items Holding code specified in order shall be used
 - Subfield "i" Barcode Number
- e) Item Barcode number
 - Subfield "p" Price
- f) Each item's price shall reflect price from order and shall be in format \$0.00
 - Subfield "r" Circulation Flag
- g) Circulation Flag will be entered as "Y"
 - Subfield "s" Permanent Flag
- h) Permanent Flag will be entered as "Y"
 - Subfield "u" Acquisitions Date
- i) Date shall reflect the date order was sent and shall be in format MM/DD/YYYY

9.6 CALL NUMBER SPECIFICATIONS

- 9.6.1 Field 099 should be used for all call numbers

9.6.2 All call numbers shall have prefix of DVD or BLU in first \$a

9.6.3 Non-fiction Call number using Dewey Decimal Classification, 23rd edition or subsequent edition or revision following all specifications regarding local call number conventions per library's call number specifications.

9.6.4 Special Call Numbers for both Adult and Juvenile DVDs or Blu-rays are constructed using the prefix DVD (or BLU) and Dewey number. The cutter is composed of the first three letters of the main entry.

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- 9.6.4.1 Feature films or made for TV films: DVD FEATURE XXX. Example: The Matrix. DVD FEATURE MAT; Hunger Games. BLU Y FEATURE HUN
- 9.6.4.2 Television shows: DVD TV XXX. Example: Buffy the vampire slayer. DVD TV BUF; Lost. The complete third season. BLU TV LOS
- 9.6.4.3 Animated: DVD ANIMATED XXX. Example: The Simpsons. The fourteenth season. DVD ANIMATED SIM; A Charlie Brown Thanksgiving. BLU J ANIMATED CHA
- 9.6.4.4 Non-fiction films: DVD (Dewey subject number) XX Example: An Inconvenient Truth, DVD 363.73874 IN
- 9.6.4.5 Music groups or bands: DVD MUSIC XXX. Pixies sell out. DVD MUSIC PIX
- 9.6.4.6 Operas: DVD OPERA. Example: La Traviata. DVD OPERA TRA; BLU OPERA TRA
- 9.6.4.7 Foreign language only: Foreign language DVDs or Blu-rays should have the language prefix that is designated from Lang in the fixed field and have a three letter prefix of the language before the call number.
- 9.6.4.8 Examples:

Tal para cual – SPA DVD FEATURE TA

Boys over flowers - KOR DVD TV BOY

9.7 ADULT CIRCULATING NON-FICTION:

- 9.7.1 Adult Non-fiction call number: Standard Dewey number stopping at no more than 7 digits after the decimal and cannot end in 0; followed by the first 2 letters of the main entry
- 9.7.2 Adult Individual biography, autobiography, critical works, artists/exhibition catalogs: Standard Dewey number stopping at no more than 7 digits after the decimal and cannot end in 0; followed by cutter based on biographee, subject whose work is being discussed, the artist's last name with additional cuttering by 1st letters of main entry.
- 9.7.3 Adult Cutter number based on Cutter-Sanborn 4-figure table
- 9.7.4 Collective Adult Biographies: Adult Non-fiction call number
- 9.7.5 Foreign language only: Foreign language DVDs or Blu-rays should have the language prefix that is designated from Lang in the fixed field and have a three letter prefix of the language before the call number.
- 9.7.6 Examples:

Tal para cual – SPA DVD FEATURE TA

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9.8 JUVENILE CIRCULATING NON-FICTION

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- 9.8.1 Juvenile Non-fiction call number: prefix of “J” followed by Standard Dewey number stopping at no more than 3 digits after the decimal and cannot end in 0 followed by the first 2 letters of the main entry
- 9.8.2 Juvenile Individual biography, autobiography: prefix of “J” followed by class number 921 followed by first two letters of biographee’s last name.
- 9.8.3 Juvenile Collective Biographies: prefix of “J” followed by class number 920 followed by first two letters of main entry.
- 9.8.4 Foreign language only: Foreign language only: Foreign language DVDs or Blu-rays should have the language prefix that is designated from Lang in the fixed field and have a three letter prefix of the language before the call number.
- 9.8.5 Examples:
 - Tal para cual – SPA DVD FEATURE TA
 - Boys over flowers - KOR DVD TV BOY

9.9 ITEM CONVERSION

- 9.9.1 Electronic item conversion – MARC bib record with 949 containing no cataloging is required, copy specific item level and call number information delivered in electronic format via FTP.

9.10 BIBLIOGRAPHIC RECORD DELIVERY

- 9.10.1 Vendor will supply bibliographic record, with 949 copy information within 10 working days of receipt of order.
- 9.10.2 Bibliographic records will be delivered in MARC format via FTP.
- 9.10.3 Vendor will update holdings in OCLC database or other bibliographic database contracted by APL during the term of this contract with the Library’s holding symbol for all new titles cataloged for the library. Special accounts for the vendor can be established for OCLC or other biographic database contracted by APL.
- 9.10.4 If Vendor is unable to update Library’s holding: in addition to Bibliographic records, Vendor will also deliver a separate TEXT (.txt) document containing all ISBN or OCLC, or other contracted bibliographic database vendor, number for each bibliographic record supplied.

10 PHYSICAL PROCESSING

- 10.1 The Contractor must be able to provide full processing (reference Attachment A - D).
 - 10.1.1 Replace manufacture’s DVD case with heavy duty polypropylene DVD case
 - 10.1.2 Digital art work placed on the front and back of DVD with: (Attachment A)
 - 10.1.2.1 Imbedded white banner
 - 10.1.2.2 Austin Public Library logo

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10.1.2.3 Approved barcode and barcode number

- a) Barcodes should have a unique barcode with check digit CODE 39 symbology along with the name of the branch and Austin Public Library. The coding will be placed in the embedded label image so that the label is readable by symbol laser barcode reader with code 39 and the 3M self-check system.

10.1.3 Embedding spine label on the bottom edge of the DVD at the spine.
(Attachment A)

10.1.3.1 Spine label should be 1 ½" x 1", using Arial 11 point

10.1.4 CD hub ring with matching barcode number (from front/back of DVD) and Austin Public Library on first disk of each DVD. (Attachment B)

10.1.5 Attaching Contractor supplied security strip Tattle Tape B1 to the DVD case spine (Attachment C)

10.1.6 Attaching and programing Contractor supplied RFID full disc overlay circular security tag. (Attachment D)

10.1.7 Prior to Contract award, the City may request a sample of a fully processed DVDs/Blu-Rays to demonstrate the Bidder's ability to meet this specification. The purpose of the sample will be for the City to determine whether or not the Bidder's processing fully meets the functionality requirements of quality, performance, and characteristics as described herein, and desired by APL, and is not intended to limit or restrict competition.

11 INVOICING SERVICES

11.1 Austin Public Library is exempt from payment of sales taxes and will provide copies of the exemption certificate to the Contractor on request.

11.2 The Contractor must supply invoices and credit memos to:

11.2.1 Austin Public Library
Technical Services
P.O. Box 2287
Austin, Texas 78768

11.3 All shipping and handling charges shall be incorporated in the cost of the material bid and not charged as a separate line item on the invoice.

11.4 The Contractor must provide original invoice and one duplicate by mail at the time of shipment. Electronic invoices may be substituted for mailed invoices if arrangements have been made with APL prior to sending them and if they are sent at time of shipment.

11.5 Invoices should also be sent electronically to SIRSIDynix via X12.

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- 11.6 Invoice information for each title will be listed in the following order: quantity, title, author, ISBN, unit list, discount, unit price with discount, and the extended total cost. APL's Delivery Order number will be listed on the invoice.
- 11.7 Fees for processing or any other service related to the purchases of DVDs/Blu-Rays should be reflected as a separate line item on the same invoice as the products. If the Contractor is unable to combine invoices the Contractor may submit a separate invoice for the processing/service fees and a separate invoice for the product. However, each invoice must cross reference the invoice number of the related service or product.
- 11.8 Separate invoice for each Delivery Order is not required, but separate invoices are required for the different billing accounts.
- 11.9 In the event an invoice is incorrect, APL cannot make correction to an invoice. The Contractor will be required to submit a corrected invoice.
- 11.10 In the event of an error requiring APL to receive credit, a credit memo must be provided in writing within 30 days of a claim.
- 11.11 The Contractor must provide monthly status reports on cancellations, unfilled, and delayed orders. Reports may be downloadable from the Contractor's proprietary system. If the report is not downloadable, the City will require it to be submitted in excel format.
- 11.12 The Contractor must provide monthly statements of outstanding transactions for each Library account. The statements may be downloadable from the Contractor's proprietary system. If the report is not downloadable, the City will require it to be submitted in excel format.

12 SHIPPING AND DELIVERY

- 12.1 The Contractor must establish separate and distinct ship-to accounts numbers for each library location and deliver shipment directly to each library location (Attachment E) for locations and hours of operations). **INSIDE DELIVERY IS REQUIRED. UNDER NO CIRCUMSTANCES SHALL DELIVERIES BE LEFT OUTSIDE OF THE LIBRARY LOCATIONS.**
- 12.2 The contractor must deliver an average of 80 percent of the publications on any delivery within 15 calendar days of receipt of order. As publications on each order are delivered, the Contractor must send a weekly cancellation report on any titles that are temporarily out of stock (TOS), publisher out of stock (POS), out of print (OP), not yet published (NYP), or cannot be supplied with reasons indicated.
- 12.3 At the end of 60-working days after order date, the Contractor will be required to report any remaining orders he/she is unable to fill.
- 12.4 APL will be permitted to purchase on an "in stock" basis (without back orders) with the Contractor as the Library's needs dictate.
- 12.5 The Contractor must provide APL with the ability to track shipments.

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- 12.6 Fill rate for each year of the contract must meet or exceed ninety percent for all items ordered.
- 12.7 Branch locations will receive shipments weekly.
- 12.8 Central location will receive shipments bi-weekly.
- 12.9 All shipments must be accompanied by a packing list.
- 12.10 Packing list will include quantity ordered, quantity shipped, quantity Backordered, title, author, ISBN, and purchase order number and street date if product is shipped prior to street date.
- 12.11 Shipment of multiple boxes shall be clearly marked on the exterior of the boxes indicating, for example, 1 of 3, 2 of 3, and 3 of 3.
- 12.12 The shipping label on each carton will list the content and the Library's purchase order number(s).
- 12.13 The Contractor must offer a street-release program to supply the Library with new DVDs/Blu-Rays before the date these items are available to sale to the public.
- 12.14 The same discount must be extended on materials regardless of what warehouse/facility from which they are shipped.

13 RETURNS AND CUSTOMER SUPPORT

- 13.1 The Contractor must warrant all items to be new, free from defects in design, materials and workmanship, and to be fit and sufficient for their intended purpose.
- 13.2 Unless otherwise specified, all items will be guaranteed for a minimum period of 120 days against defects in material and workmanship. During this period, if a defect is determined not to be caused by misuse, the Contractor will replace the item free of charge to the Library.
- 13.3 Items damaged in shipment, incorrect items, or defective items shall be returned to the Contractor for replacement or credit at no expense to the Austin Public Library. APL prefers no-charge replacement to receive credit. In the event that no correct or perfect replacement exists, a credit memo may be issued to APL within 30-calendar days.
- 13.4 The Bidder responding to the solicitation must provide a copy of their returns policy and credit memo procedures as part of their bid.
- 13.5 The Contractor will assign a specific individual to be responsible for the Austin Public Library account and handling customer service issues.

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13.6 The Contractor shall provide APL the ability to create returns and report shortage online.

13.7 In the initial year of the Contract, the Contractor shall provide a minimum of two days on-site assistance prior to the beginning of the Contract period at the Austin Public Library at the Contractor's expense. This visit will include spending time with Collection Development staff to discuss selection, ordering, cataloging and processing.

14 **SPECIAL CONDITIONS**

In the event APL upgrades SirsiDynix system during the term of this contract, the Contactor will assist in coordinating the implementation and changes. The Contractor will work with system upgrades to ensure seamless and efficient transfer as it affects ordering, cataloging, processing and other relevant or related functions or operation.

15 **ESCALATION**

Any request for price adjustments must be submitted thirty days prior to the contact renewal date. Justification for the requested adjustment in cost of labor and/or materials must be accompanied by appropriate documentation. The new contract terms will be as follows: 36 months with three 12 month options.