

**CITY OF AUSTIN
SCOPE OF WORK
ACQUISITIONS, CATALOGING, AND PROCESSING OF MUSIC CDS
SOLICITATION NO.: RFP JRD0312**

1. PURPOSE

The City of Austin (City), seeks proposals to establish a contract with a qualified Vendor (Contractor) to supply the Austin Public Library (APL) with adult and juvenile music CDs in English, Spanish, and other languages. The CDs shall be fully cataloged, able to be added to the inventory (holdings) records, processed to be "shelf ready" in accordance with the APL's requirements, and drop shipped to different APL locations. The City reserves the right to add or remove locations as needed.

2. BACKGROUND

The City's libraries consists of a Central Library, 20 branch libraries, and the Austin History Center. A new Central Library is under construction and is planned to open in 2016. APL uses the SirsiDynix Symphony, Integrated Library System (ILS) for acquisitions, cataloging, circulation, and for the online public-access catalog. Upgrades to the ILS may occur as needed throughout the duration of this contract.

3. CONTRACTOR QUALIFICATIONS

- 3.1. 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 music CD trade in English, Spanish and other languages, are invited to submit bids.
- 3.2. The Contractor shall be a regular wholesale business for a period of five (5) years or more, and shall carry a stock of music CDs in English, Spanish, and other languages to meet the needs of a public library system in a diverse urban setting.
- 3.3. The Contractor shall currently be supplying music CDs on contractual basis with a minimum of five (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.
- 3.4. The Contractor shall be in the business of supplying libraries with CD's, collection development, cataloging, processing, drop shipping, and other related services for a minimum of three (3) consecutive years within the last five (5) years.

4. CONTRACTOR RESPONSIBILITIES

4.1. Ordering System

4.1.2. The Contractor shall accept orders from APL in the following transmission formats:

- 4.1.2.1. Electronic Data Interchange (EDI) ; Extended BISAC (Book Industry Standards Advisory Committee), enhanced EDI and/or X12 formatted order file sent from APL's ILS
- 4.1.2.2. Contractor's online system
- 4.1.2.3. By fax
- 4.1.2.4. By phone
- 4.1.2.5. By e-mail

4.1.3. The Contractor shall have an order system that is capable of the following:

- 4.1.3.1. The Contractor's order system shall allow APL Library staff to enter orders electronically and to have full order inquiring and tracking capabilities.

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- 4.1.3.2. The Contractor's order system shall have the ability for 9XX order structure containing fund, holding code, price and quantity.
- 4.1.3.3. The Contractor's order system shall have the ability to download brief Machine Readable Cataloging (MARC) records with 9XX orders.
 - 4.1.3.3.1. Brief MARC records shall contain author, title, publisher, publisher number, and unique match point number.
 - 4.1.3.3.2. Match point number shall be limited to one of the following:
 - 024 field containing twelve (12) digit Universal Product Code (UPC)
 - 001 or 035 field containing Online Computer Library Center (OCLC) control number
 - 020 field containing thirteen (13) digit publisher assigned International Standard Book Number (ISBN)
 - 4.1.3.3.3. Contractor's online system shall have the ability to designate or remove Field/Tags included in brief MARC records used to create orders.
- 4.1.3.4. The Contractor's online system shall provide monthly statements for outstanding transactions for each Library account and status reports on cancellations, unfilled, and delayed orders. If the report is not downloadable, the City shall require reports to be submitted electronically in Excel format to APL upon request.

4.2. FLEXIBILITY IN MEETING SPECIAL CIRCUMSTANCE AND NEEDS

- 4.2.1. The Contractor shall have the ability to meet special request or adapt to changing needs that may occur during the term of the Contract.
- 4.2.2. "Blanket" or "Approval" purchase plans and open day collections may also be, purchased under this agreement.
- 4.2.3. The Contractor shall provide access to ongoing support for online services, notification of new software releases or upgrades are available, and a toll free number and email for technical support.
- 4.2.4. The Contractor shall have a database that offers multiple levels of access based on user profile settings.
- 4.2.5. The Contractor's online database shall have the ability to interact with APL's ILS, accommodating any process changes due to APL software upgrades or policy changes.

4.3. SELECTION TOOL SERVICES

- 4.3.1. The Contractor shall have access to selection lists and tools that complement their catalog to aid APL in material selection. The lists shall be available through the Contractor's software system and downloadable to Excel.
- 4.3.2. The Contractor's order system shall, at a minimum, include the following features:
 - 4.3.2.1. Multi-level access to the Contractor's order system.

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- 4.3.2.2. The ability to search by all of the following access points: Keyword, title, personal and/or corporate names, series, twelve (12) digit UPC, thirteen (13) digit publisher assigned ISBN, OCLC control number, and genre.
- 4.3.2.3. The ability to do advance searches by all of the following access points: language, age group, and release date.
- 4.3.2.4. The ability to access pre-built specialty carts/lists and advance notification system for new releases and upcoming "hot" titles.
- 4.3.2.5. The ability to view title descriptions, physical information, Library of Congress (LC) subjects, and genre.
- 4.3.2.6. The ability to view MARC-formatted records from selection list.
- 4.3.2.7. The ability to create, merge, copy, and transfer private carts/lists for access to other APL staff.
- 4.3.2.8. Real-time vendor inventory information showing number of items available and on order.
- 4.3.2.9. The ability to know if a title has already been added to another cart/list by APL users.
- 4.3.2.10. The ability to check to see if a cart/list has duplicate titles.
- 4.3.2.11. The ability to sort carts/lists by the following: title, UPC, ISBN, price, number of discs, release date, popularity/sales ranking, and record label.
- 4.3.2.12. The ability to create and save templates with multiple holding and funds codes used in creating 9XX orders.
- 4.3.2.13. The ability to copy, transfer/move titles with applied templates to other carts/lists and maintain applied template.
- 4.3.2.14. The ability to globally add or change funds, locations, quantities and local notes for all items in a cart/list.
- 4.3.2.15. The ability to see real time discounted total price of carts/lists and individual items within carts/lists.
- 4.3.3. Contractor's software system preferred features:
 - 4.3.3.1. The ability to generate a report of expenditures on a single cart/list by fund and location.
 - 4.3.3.2. The ability to do advanced searches by language of original release, language of primary soundtrack, publisher number, Award nominations and winners, and rating system.
 - 4.3.3.3. The ability to view full front and back cover images

4.4. **CATALOGING & CREATION OF BIBLIOGRAPHIC & HOLDING RECORDS**

The Contractor shall be able to supply a full bibliographic record in MARC format and add holdings, except for multi-discs sets

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4.4.1. CATALOGING LEVELS

The Contractor shall supply bibliographic record on at least one of the following levels:

- 4.4.1.1. Copy Cataloging: Bibliographic record obtained from OCLC, which meets at least minimum requirements of MARC records (See 9.3) and requires minimal editing. (i.e. verification and/or minimal modification of 1XX, 2XX, 3XX, 5XX, 6XX, 7XX)
- 4.4.1.2. Enhanced Cataloging: Bibliographic record obtained from OCLC, which does not meet at least minimum requirements of MARC records (See 9.3) and requires that the record be brought up to full cataloging standards. (i.e. LC CIP or IN PROCESS records, shall be upgraded to meet at least minimum requirements, Local Call number and be assigned subject headings)
- 4.4.1.3. Derived Cataloging: If no matching record is found in OCLC, 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 (See 9.3). (i.e. new record is created via derivation of different format, previous ed., or parallel record)
- 4.4.1.4. Original Cataloging: If no bibliographic record can be found in OCLC, requiring the Contractor's catalogers to create a record, assign name(s), subject headings, and Local Call number. Record shall at least meet minimum requirements of MARC records (See Paragraph 4.4.3.).

4.4.2. NEW BIBLIOGRAPHIC RECORDS

- 4.4.2.1. The Contractor shall be able to supply bibliographic record on at least one of the specified cataloging Levels. A unique bibliographic record shall be available for different packaging, editions/release, etc.
- 4.4.2.2. The Contractor shall search OCLC for records matching. The match criteria shall include: Title, author, publication date, edition, ISBN, UPC, and/or Publisher number.
- 4.4.2.3. If a matching bibliographic record cannot be found in OCLC, the Contractor shall supply an original or derived bibliographic record cataloged under Resource Description and Access (RDA) rules.
 - 4.4.2.3.1. Bibliographic record shall meet at least minimum requirements of MARC records (See Paragraph 4.4.3.) and all other original cataloging and local specifications set out in this document.

4.4.3. MINIMUM MARC RECORD REQUIREMENTS

- 4.4.3.1. For all new bibliographic records provided, the records shall be in accordance with all national cataloging standards:
 - Anglo-American Cataloging Rules, 2nd edition, (AACR2) with latest revisions or editions.
 - RDA with any subsequent editions or revisions published during contract period.
 - MARC 21 format for Bibliographic Data, with any subsequent editions or revisions published during contract period.
 - LC Subject Headings, latest edition.
- 4.4.3.2. The new bibliographic records the Contractor supplies shall include the 949 field with call number and item level information for each copy (See Paragraph 4.4.4.).

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4.4.3.3. The Contractor shall include the following minimum field requirements for a single MARC record:

- The record leader logical length shall be 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.
- A record directory
- (001) Control number
 - Subfield a OCLC Control Number
- (007) Should be included in all records
- (020) ISBN (13 digit) (if applicable)
 - Only one 13 digit ISBN corresponding to the item
- (024 with 1st indicator value 1) UPC
- (028) Publisher Number
- (041) Language of soundtrack and subtitles should be noted in the 041 or 546 fields
- (035) Local control number
 - Contractor shall use this field for any unique vendor number
- (099) Call Number
 - See specifications for APL call numbers
- (1XX) Names or uniform title headings used as a main entry
- (240) Uniform title added entry if applicable
- (245) Title and statement of responsibility
- (246) Varying form of title if applicable
- (250) Edition field – Enter the edition statement
- (260) Publication, printing, distribution, issue, release or productions of work
 - Subfields a, b, and c required
 - RDA records shall not use the 260 field.
- (264) Publication information
 - Contractor shall provide publication date; supply missing parts of publication, distribution, or manufacture statements when necessary for understanding
- (300) Physical description of item
 - Subfields a, c and e (if applicable) required
- (336) Content type
 - Add \$a performed music \$2 rdacontent. Accept \$b if present. Accept other \$a if appropriate
- (337) Media type
 - Give \$a audio \$2 rdamedia. Accept \$b if present. Accept other \$a if appropriate, e.g. video
- (338) Carrier type
 - Add \$a audio disc \$2 rdacarrier. Accept \$b if present. Accept other \$a if appropriate, e.g. videodisc
- (344) Sound characteristics
 - Add \$a digital \$g stereo \$2 rdae
- (347) Digital file characteristics
 - Add \$a audio file \$b CD audio \$2 rda
- (490) Series statements if applicable
 - 490 series statement shall be supplied if applicable
 - Corresponding 8XX field shall be supplied if 490 containing first indicator 1 is used
- (500) Title source
 - Indicate where title is taken from
 - e.g. 500__ Title from disc label

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- (505) Enhanced Contents notes are required for all songs listed
- (511) Performer
 - Add performers or members of the group
- (518) Place and date of capture
 - e.g. 518__Recorded in concert on September 20th 2014
- (538) System requirements
 - Required for enhanced CDs, SACDs, DVDs or Blu-rays included with the CDs
- (546) Languages of the soundtracks and subtitles should be noted in the 041 and 546 fields
- (6XX) Subject headings
 - Appropriate subject headings shall be supplied for work
- (7XX) Additional name and/or title access points
 - Contractor shall supply appropriate access points for work
- (8XX) Series added entries
 - Contractor shall supply corresponding 8XX field when appropriate 490 field containing first indicator 1 is present
- (9XX) Local processing
 - Contractor shall supply necessary item information in 949 field

4.4.3.4. 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 shall be used for name and subject headings including:

4.4.3.4.1. 1XX, 7XX, and all 6XX fields with second indicator 0 when such forms exist.

4.4.4. 949 FIELD REQUIREMENTS

The Contractor's 949 fields shall contain the following item information:

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

4.4.5. CALL NUMBER SPECIFICATIONS

The Contractor's call numbers shall contain the following item information:

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- Field 099 shall be used for all call numbers. The call numbers are free text and no delimiters shall be used.
- All call numbers shall have the beginning prefix of CD
- The genre shall be the next element in the call number
- The cutter shall be composed of the first four letters of the main entry excluding leading articles.

Examples of a call number are:

- CD ROCK BEAT
- CD JAZZ COLE

Examples of Genres:

- | | |
|----------------------------------|--------------------|
| • APPRECIATION | • MUSICAL |
| • BALLET | • NEW AGE |
| • BAND | • OPERA |
| • BLUEGRASS | • ORCHESTRAL |
| • BLUES | • POP |
| • CHAMBER | • RAP |
| • CHORAL | • REGGAE |
| • CHRISTIAN | • RHYTHM AND BLUES |
| • COMEDY | • ROCK |
| • CONCERTO | • SOUND EFFECTS |
| • COUNTRY | • SOUNDTRACK |
| • ELECTRONIC | • SYMPHONY |
| • FOLK | • VOCAL |
| • GOSPEL | • WORLD |
| • HOLIDAY | • YOUTH MUSIC |
| • INSTRUMENTAL (Classical music) | • YOUTH HOLIDAY |
| • JAZZ | • YOUTH SOUNDTRACK |
| • LATIN | • YOUTH WORLD |

4.4.6. ELECTRONIC ITEM CONVERSION

The Contractor shall provide a MARC bib record with 949 containing no cataloging. Copy the specific item level and call number information delivered in electronic format via a FTP or an email attachment.

4.4.7. BIBLIOGRAPHIC RECORD DELIVERY

- 4.4.7.1. The Contractor shall supply a bibliographic record that includes the 949 copy information, within one (1) business day of orders being shipped from the Contractor.
- 4.4.7.2. The bibliographic records shall be delivered in MARC format via email attachment or FTP with email notification sent to specified APL contact.
- 4.4.7.3. The Contractor shall update the holdings in the OCLC database or another APL contracted bibliographic database with the Library's holding symbol for all new titles cataloged for the library. Special accounts for the Contractor can be established for OCLC or other APL contracted bibliographic databases.

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4.5. PHYSICAL PROCESSING

4.5.1. The Contractor shall be able to provide full processing of the CDs (see Attachment A - D). The Contractor shall provide fully processed samples of Music CDs for review and approval within five (5) business days as requested by the City. The samples will be used by the City to determine if the Contractor's processing meets the functionality requirements of quality, performance, and characteristics as described below:

4.5.1.1. The Contractor shall replace the manufacturers CD jewel case with a durable long lasting protective sleeve case.

4.5.1.2. The Contractor shall supply and provide a high quality digitally printed artwork cover which shall include the following (see Attachment A):

4.5.1.2.1. White banners with the APL name/logo, positioned at bottom center of front side and bottom right half section of back side.

4.5.1.2.2. .75 inch X 2.0 inch Barcode labels containing the barcode number, vertically positioned on left mid-section of front side, and one horizontally positioned on the bottom left half section of back side. The Barcode labels shall include:

- A unique thirteen (13) digit barcode with check digit in thirteenth position, using CODE 39 symbology.
- The an embedded branch library name positioned above the barcode and the **Austin Public Library** name positioned below the barcode number.
- An image that is readable by symbol laser barcode reader with code 39 and the 3M self-check system.

4.5.1.2.3. A 1.5" X 1" spine label, using Arial 11 point font, and positioned at the lower quarter of the spine section. A duplicate of the embedded spine label shall be positioned at top right corner of front side of Artwork.

4.5.1.2.4. The artist and title information shall be located on the upper quarter of the spine section.

4.5.1.3. The Contractor shall supply and apply a Stingray Radio-Frequency Identification (RFID) Full Disc Overlay Circular Security Tag to the first music CD (Attachment C) and a CD hub ring with embedded library name and matching barcode number to each music CD. (Attachment B)

4.5.1.3.1. APL will provide the Contractor with a barcode number sequence that shall be embedded on the barcode labels, match the hub ring, and programmed on the RFID Full Disc Overlay Security Tag.

4.5.1.3.2. The Contractor shall enclose the music CD booklet liner notes within the case when supplied as part of music CD. (Attachment C)

4.6. SHIPPING AND DELIVERY

4.6.1. The Contractor shall establish separate and distinct ship-to account numbers for each library location.

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- 4.6.2. The Contractor shall deliver an average of 90% (percent) of the music CDs on all purchase orders within 10 business days of receipt of the order. The Contractor shall deliver pre-release orders within five (5) business days of the release date.
- 4.6.2.1. The Contractor shall send a cancellation report to the City Contract Manager or designee for any titles that cannot be supplied, within one (1) business day after order receipt.
- 4.6.3. The Contractor shall only ship all copies of a title ordered on a purchase order. When a purchase order lists more than one title, only titles with the complete order of copies shall be shipped by the contractor.
- 4.6.4. The Contractor shall not substitute copies of a title ordered by APL.
- 4.6.5. The Contractor shall provide a purchase order report for any unfilled, delayed, open, and cancelled orders, including the number of unfilled/delayed titles and copies to the City Contract Manager or designee monthly if applicable, or as requested by the City. If this report cannot be downloadable from the Contractor's ordering system, the Contractor shall submit the reports electronically in Excel format.
- APL will review the report and notify the Contractor which open or unfilled orders to cancel. The Contractor shall provide a cancellation report to the City Contract Manager or designee upon request. If the report is not downloadable from the Contractor's ordering system, the Contractor shall submit the report electronically in Excel format.
- 4.6.6. The Contractor shall have the ability to track deliveries and shipments and provide the City with the information upon request.
- 4.6.7. The Contractor shall group orders to be shipped in the following intervals:
- 4.6.7.1. Branch locations shall receive shipments weekly.
- 4.6.7.2. The central location shall receive shipments bi-weekly.
- 4.6.8. The Contractor shall offer a pre-release program to supply the Library with new music CDs before the date the CD's are available for sale to the public.
- 4.6.9. The Contractor shall insure that all deliveries are made inside the facility to the City Contract Manager designee. The Contractor shall not leave any deliveries outside of the library locations. City personnel shall not be requested to assist in transferring material inside the facility.
- 4.6.10. The contractor shall deliver the shipments Monday through Friday during library business hours of operation.
- Library location hours may vary by location. Current library hours of operation are available through the following web link and are subject to change at any time:
<http://library.austintexas.gov/locations>.
- 4.6.11. The Contractor shall ship all partial processing or non-processed shipments delivered by carrier to Austin Public Library, Attn: ACCS NP, 635 N. Pleasant Valley Rd., Austin, Texas 78702.

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4.7. RETURNS AND CUSTOMER SUPPORT

- 4.7.1. The Contractor shall guarantee all items to be new, free from defects in design, materials and workmanship, and to be fit and sufficient for their intended purpose.
- 4.7.2. 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 shall be issued to APL within 25 business days.
- 4.7.3. The Contractor shall assign one or more Contract Manager(s) that is responsible for providing customer service, support, and technical issue assistance to APL.
- 4.7.4. The Contractor shall provide APL the ability to create returns, and report shortages online, by email, and telephone.
- 4.7.5. The Contractor shall provide an option of a minimum of two day on-site assistance prior to the beginning of the Contract period, at the APL, at the Contractor's expense. This visit shall include spending time with APL Technical Services staff to discuss and train selection, ordering, cataloging and processing.

5. CITIES RESPONSIBILITIES

- 5.1. The City will assign a Contract number for the Contractor to reference. Releases will be made throughout the term of the Contract in the form of a Purchase Order.
- 5.2. The City will provide the Contractor with a list of authorized contacts to order for each APL location.

6. DELIVERABLES/MILESTONES

Deliverables/Milestones	Description	Timeline (due/completion date, reference date, or frequency)	Performance Measure/ Acceptance Criteria	Contract Reference/ Section
Electronic Data Collection Portal	Setup and establish and online order system to accept orders	Within 30 Calendar upon the request by the City Contract Manager	Connection established between Contractor and the City	4.1.3.
Order System	Establish an order system	Within 30 Calendar upon the request by the City Contract Manager	Order system navigable	4.3.2.
Music CD's and Records	Deliver music CD's and Biographical information	Within five (5) business days	Goods Delivered	4.5, 4.6
Purchase Order Reports	Report for any unfilled, delayed, open, and cancelled orders	Monthly	Report Received	4.6