

RFP Streaming and Digital Vendor Questions and Answers

Streaming Digital Materials

- **The RFP for Streaming Digital Materials includes eBooks and eAudiobooks, These formats are also requested in the RFP for Digital eBooks and Audiobooks. Can you please clarify the difference between these two bids and what San Mateo is seeking?**
 - The Streaming Digital Materials RFP is seeking qualified firms that offer a *comprehensive* suite of digital materials, which includes eBooks and audiobooks in addition to films, music, and other media. The Digital eBooks and Audiobooks RFP is seeking firms that specialize in *eBooks and audiobooks*. While we recognize there is some overlap between these RFPs, qualified firms are encouraged to submit proposals for any or all the RFPs, depending on which aligns best with their expertise.
- **Are you requiring vendors to provide streaming music to be considered for this bid?**
 - No, vendors are not required to provide streaming music to be considered for this bid.
- **Will you be awarding multiple vendors?**
 - This will be determined during the evaluation process. If we determine that multiple vendors will most effectively meet the requirements for this RFP, we may elect to grant work to more than one vendor.
- **Pages 11-12: Can we provide additional details on our responses to these items after the table?**
 - Yes, you are welcome to provide additional details.
- **Page 17. At the end of the fifth paragraph, it notes “Carrier’s liability insurance at \$0.60 per pound, per item will also be provided.” Can you please clarify what this means?**
 - This section refers to any liability coverage provided by the carrier in case items are damaged, lost, or mishandled during transport.
- **Pages 10-11: Can we provide additional details on our responses to these items after the table?**

- Yes, you are welcome to provide additional details.

Streaming Film

- **Age Group Specificity:** The RFP specifies content 'across all age groups.' To ensure our proposal aligns with your needs, could you please clarify whether this necessitates a comprehensive collection spanning all age ranges (including preschool and elementary), or if a focus on materials for young adult and adult audiences would also be considered responsive?
 - We welcome bids from vendors that provide content to a variety of age groups. A bid from a vendor whose collection specialized in materials for young adult and adult audiences is welcome and eligible to be considered in the evaluation process.
- **Licensing Model Flexibility:** The RFP outlines a preference for 'flexible licensing options,' including perpetual access, short-term licensing, and demand-driven options, within a consortial environment. Infobase's streaming films subscription services offer 24/7 unlimited multiuser access to authorized users, which provides significant value. Would a proposal centered on this subscription model be considered responsive, even if it does not encompass all of the licensing options listed?
 - Alternative subscription models will be considered. We request that the proposer please outline what the alternative subscription model entails.
- **User Account Data and Library Control:** Regarding the data privacy requirements, our platform offers libraries the option to allow users to create personal accounts, which involves the collection of first name, last name, and email address. Importantly, this feature can be completely disabled by library administrators at the individual library level, providing them with full control over user data collection. Would a proposal that includes this configurable option be considered compliant with your data privacy requirements?
 - A proposal that includes this configurable option appears to be compliant with our data privacy policy requirements.