Questions and answers of library academic nature

Reply on questions from the Royal Library, Copenhagen University Library (RL,CUL) and Copenhagen University (CU)

30 September 2015:

1. In regards the budget for the tender, as specified in section 4 of ‘Instructions to Tenderers’, could you please outline the amount of budget per institution allocated to each lot?
   
   Reply: It’s not possible to allocate the budget on the 3 lots for the two Institutions

2. In regards the scoring of the tender outlined in section 9.3 of ‘Instructions to Tenderers’, could you please confirm whether the cost for express delivery and library services (to include Affixing RFID tags, shelf locations, labels and book tape) is included in the pricing scoring? In other words, are these prices taken into account as well as the available book discount? Or is the book price analysed alone?
   
   Reply: The book price is analysed alone. We will not take Library services into the book price evaluation

3. In regards requirement 1.3.7 of the ‘minimum requirements’, could you please confirm whether these orders will be placed on a year to year basis or will they be placed once and thereafter treated like a standing order?
   
   Reply: These orders will be treated like standing orders until they are cancelled

4. In regards requirement 1.4.5.1 of the ‘minimum requirements’, could you please define ‘complaints by the publishers’?
   
   Reply: The supplier must always be up to date with complaints of outstanding orders

5. In regards requirement 1.4.5.3 of the ‘minimum requirements’, could you please define how the complaint process must be visible by order enquiry? Does this mean that orders must be ‘claimed’ via the website on an order by order basis?
   
   Reply: Your actions should be visible in the display of the orders and it must be possible to claim the individual order
6. In regards requirement 1.6.1 of the ‘minimum requirements’, could you confirm what facilities are expected on the website in regards the effective and easy means to close and cancel obsolete orders? Once an order becomes obsolete will it need to be cancelled again?

Reply: The supplier’s system must be able to handle an agreed period of time for how long an order should be open.

7. In regards requirement 2.1.1 of the ‘evaluable requirements’, could you please confirm whether a supplier will be penalised if a flat rate discount is not offered? Will the pricing basket be scored on available discount or on overall price per item?

Reply: We prefer a flat rate discount as it will be a transparent discount model to handle for us.

8. In regards requirement 2.4.2 of the ‘evaluable requirements’, could you please define what ‘the supplier is able to add details to the order form in accordance with the customer’s specifications’ means?

Reply: We would like to add additional data such as classification in the order form.

9. On the pricing basket, could you please confirm what information is expected to be input in column L? This is titled: ‘Is the discount rate from the publisher flat? (Yes /No)’

Reply: Unfortunately, the question has changed to the wrong. We are sorry. The question in the column should have been: Is the discount rate flat? You have to answer yes or no. A new version will be sent out.

2 October 2015

10. It is requested to provide a list of publishers with whom we have made a permanent arrangement.

While we do have a range of publishers who we have agreements with, many do not require an contract. For tender sin the past we have instead submitted list of the Top 100 publishers per country with who we buy from the most.

Would this be accepted in place of a list of publishers who have contracts?

Reply: We have asked for publishers with which you have permanent agreements with no contracts. You draw up a list of publishers, as you have a partnership with and may possibly provide information on the way of the cooperation.

11. Is this asking for A) a list of tenders where we were the winner of the contract or B) list of the tenders we have submitted, whether we won them or not.

Reply: We have requested a list where you were winners.

12. In regards question 1.3.4 of the ‘Minimum Requirements’, could you please define what an ‘online ordering form’ is? Is this a specific form to be filled out or does it refer to a webpage that can be used for orders?
Reply: This means that there must be the opportunity to order books directly into your system beyond that we can send EDI

13. In regards specification 1.7.6 of the ‘Minimum requirements’, could you please define what national legislation you require a specification in line with?
Reply: A used standard. VAT no. (Same as CVR.nr), is used for the trade with other EU countries. You should know what it is about

14. In regards question 2.4.2 of the ‘minimum requirements’, could you please define what details the supplier could be expected to add to the ‘order form’?
Reply: See Reply 8.

15. Could you please confirm whether questions 2.4.5 and 2.4.8 are different? They seem to be requesting the same information as EDI is integral to both processes.
Reply: These are two different issues. One concerns your EDI handling and the other is about your entire internal work flow

6 October 2015

16. Could you please confirm that the title in the link below is the correct title for pricing?

<table>
<thead>
<tr>
<th></th>
<th>ISBN</th>
<th>Title</th>
<th>Publisher</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>9780989431651</td>
<td>Painting / Stephen Ratcliffe</td>
<td>Tucson, Arizona: Chax Press</td>
</tr>
<tr>
<td>8</td>
<td>9780893574437</td>
<td>How Russian came to be the way it is: a student's guide to the history of the Russian language / Tore Nesset</td>
<td>Bloomington, Indiana: Slavica Publishers</td>
</tr>
<tr>
<td>9</td>
<td>9789350980408</td>
<td>India's economic growth: opportunities and challenges for the region / edited by Mallika Joseph, Happymon Jacob</td>
<td>New Delhi: Manobar Publishers &amp; Distributors</td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>Rare, declining, and poorly known butterflies and moths (Lepidoptera) of forests and woodlands in the eastern United States / Dale F. Schweitzer</td>
<td>Morgan Town, WV: Forest Health Technology Enterprise Team</td>
</tr>
</tbody>
</table>
Reply: Orders in the shopping basket covers a wide range to the orders which we would send to the supplier. We expect that these titles can be processed and delivered.

16. Please define what ‘campaign prices’ are as per clause 8.4?
   Reply: We expect to benefit from additional discounts which publishers provide in certain special offers.

17. Is it meant to refer to section 1.7, not just 1.7.4?

<table>
<thead>
<tr>
<th>2.5</th>
<th>Invoicing</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.5.1</td>
<td>For all three lots we will reward the best solution for electronic invoicing based on the technical standards (section 1.7.4). All parties to the contract are required to participate in tests to ensure the correct processing of invoices.</td>
</tr>
</tbody>
</table>

Reply: In principle, the reference is specifically for 1.7.4, but as a total all about invoice is of course applicable as described in 1.7.

8. October 2015

18. Referring to the section section 2.5 of the Appendix 2 – Specification of Requirements., it is also mentioned that all parties will be subject to tests.

   a. It is not outlined in the documentation how to prepare for the tests.
      Reply: It is expected that the test will take place with those who win the lots.

   b. Will this occur between the 5th and the 19th?
      Reply: No

   c. Should we set up a live trial account in advance?
      Reply: No

   d. Should this involve an EDI profile?
      Reply: No

   e. Are there instructions to be found on this?
      Reply: See appendix section 1.7.3 and 1.7.4.
19. In section 1.7.3 what are the “personal reference”? What is the “internal account number”? What OIOUBL XML tags do these relate to?

Reply: Section 1.7.3 provides additional information to be added to the invoice information in 1.7.2. Personal reference is a person that can be set as attention. Internal account number is an extra account number used to indicate another payment device. We expect that you yourself have been restated OIOUBL format with the Danish authority to ensure that all the data comes in to the e-invoice

14. October 2015

20. Point 1.9.6

In this context, “structured text” is the structure in which information is presented in a fixed, defined form so that it can be processed automatically in the Customer’s system, e.g. XML.

Reply: Can’t see any question

New Reply: You have to make an reply to this: Is it possible for you to deliver the structured text in a machine-readable form, for example XML so that it can be uploaded in our system

Point 2.4.2

21. In addition to direct ordering through the Supplier's database, the following mechanism is available: The Supplier is able to add details to the order form in accordance with the Customer’s specifications.

Are these details supplied for all orders, or only on occasion. Are they small changes to the order details, or a pre-defined set of information for certain types of orders?

Reply: See the reply in question 8. Data is added whenever necessary as shelf locations and classification

22. Point 2.4.7

The Supplier provides documentation regarding the sources consulted if bibliographic data does not exist in its own sources.

It is not clear what is meant by “documentation”, or “own sources”.

Reply: The sources used by the supplier to verify an order, if the data isn’t found in the supplier's own system
21 October 2015

23. Pont 2.4.7.

In the specifications to tender, the below section refers to the supplier providing documentation. What sort of documentation do you require?

| 2.4.7 | The Supplier provides documentation regarding the sources consulted if bibliographic data does not exist in its own sources. |

Reply: There are no special requirements for the documentation. Tenderer may submit the documentation for the information requested, which he has the possibility to obtain.

NB NB NB

24. (Question 2) In regards the scoring of the tender outlined in section 9.3 of ‘Instructions to Tenderers’, could you please confirm whether the cost for express delivery and library services (to include Affixing RFID tags, shelf locations, labels and book tape) is included in the pricing scoring? In other words, are these prices taken into account as well as the available book discount? Or is the book price analysed alone?

Revised reply to question 2: We have found it necessary to clarify the answer to question 2. The evaluation of the price will be on the 1) The price for one book incl. the delivery cost for an ordinary delivery and 2) The price for one book incl. the delivery cost for express delivery. We will not take Library services into the book price evaluation.

22. October 2015

25 In Appendix 1A, the price for RFID tags is requested. Could you please also specify the name of the RFID system that the library (libraries) use? Is it perhaps Media Management, Bibliotheca, 3M, EnvisionWare, or something else? As there are different software, and sometimes hardware, requirements required to encode tags for each system, we want to make sure that we fully understand the requirements. Also, please clarify what is meant by “book tape.”
Reply: We request a price for sticking a RFID tag into a book. We provide our own RFID programmed tags with logo and barcode. It is not expected that the supplier has RFID knowledge and equipment. Book tape is for example used to bind the book with transparent material.

27. October 2015

26. Appendix 2, 1.4.5.3 + tidligere spørgsmål nr. 5:
Skal den sidste del af svaret på spørgsmål 5 forstås således, at Kunden selv – også inden for Delaftale 3 – skal kunne starte en rykkerproces fra hjemmesiden?
Jf. Appendix 2, 1.11.4, som ikke gælder Delaftale 3.

Reply: It is the supplier's own complaints which the customer should be able to follow on the website of the supplier

27. Appendix 2, 1.5.3:
Da levering af hyldeklare materialer ikke indgår i Delaftale 3, kan der så nævnes andre eksempler på, hvilke ekstra services, den tænkes på inden for Delaftale 3

Reply: We have no other services in mind for the moment

28. Appendix 2, 2.1.1 punkt g:
Menes der med "flat rate discount" en rabatprocent, som er den samme på den enkelte titel uanset antal?
Eller menes én enheds rabat på alle titler, der er omfattet af den enkelte delaftale?
Dette spørgsmål skyldes, at der i Appendix 1 A, kolonne L kræves et individuelt svar pr. titel.

Reply: We prefer a flat rate discount for all titles. We expect to receive additional discount of a title, if possible

29. Point 1.9.6 – what is meant by “structured text”? This is unclear as to what it refers to.

Reply: a structured text is for example XML in a standard format which is machine-readable. It could be other standards as long as it is structured in a standard format