

ST. LOUIS COUNTY LIBRARY DISTRICT
REQUEST FOR PROPOSALS
LIBRARY DATA ANALYTICS AND VISUALIZATION PLATFORM

DATE ISSUED: June 27, 2024

The Board of Trustees of the St. Louis County Library District (“Library District”) is accepting proposals (“Proposal” or “Proposals”) pursuant to this Request for Proposals from qualified proposers for a system that will allow the Library District to compile qualitative and quantitative data from a wide variety of sources into one central database (the “Project”). The proposed database will sit behind a user interface that will allow the Library District to generate reports and visualizations.

All Proposals are due no later than 2:00 P.M. C.D.T., on July 25, 2024.

Proposers shall complete the Proposal as required in this Request for Proposals and deliver the completed Proposal by email only to Eric Button, ebutton@slcl.org. The email subject line should be “Request for Proposals – Library Data Analytics and Visualization Platform.”

To protect the integrity of the Proposal selection process, any questions concerning this Request for Proposals, the Proposal process or Proposal specifications shall be emailed only to Eric Button at ebutton@slcl.org in accordance with this Request for Proposals.

It is anticipated that the Proposals will be considered by the Library District’s Board of Trustees at the August 19, 2024 meeting after consideration by the Selection Committee and recommendation to the Director.

The Library District reserves the right to reject any and all Proposals and to waive formalities in the best interests of the Library District.

BACKGROUND

The St. Louis County Library District is a political subdivision of the State of Missouri. The Board of Trustees (“Board of Trustees”) of the Library District is a body corporate with all the powers and rights of like or similar corporations serving more than 863,000 Library District residents. All management and control of the Library District is vested in a Board of Trustees consisting of five Trustees appointed by the County Executive of St. Louis County, Missouri. The Trustees serve staggered four-year terms.

The Board of Trustees appoints a qualified librarian who holds that office at the Board of Trustees’ pleasure as the chief executive and administrative officer (“Director & CEO”) of the Library District.

This Request for Proposals is for the provision of a Library Data Analytics and Visualization Platform.

GENERAL REQUIREMENTS

The Project is subject to all applicable laws of the State of Missouri governing the Library District including but not limited to the following:

- Missouri law prohibits all employers from employing aliens unlawfully present in the United States to perform work within the State of Missouri, including the Project, and Proposers must comply with the provisions relating thereto in Section 285.530 RSMo, as amended.
- All Proposers on Library District contracts for services in excess of \$5,000 must provide the Library District with documentation and a sworn affidavit, with respect to employees working in connection with the contracted services, affirming enrollment in a Federal Work Authorization Program (“FWAP”). The affidavit shall also provide that the Proposer does not knowingly employ any person in connection with the contracted services who is an unauthorized alien. Such affidavits must be provided with the Proposal.
- Pursuant to Section 34.600 RSMo., in the event that the contract for the services described in this Request for Proposals is for \$100,000 or more, and the successful Proposer employs ten (10) or more employees, the contract shall include a written certification that the Proposer is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.
- Every transient employer must comply with Sections 285.230 through 285.234 RSMo, as amended, when applicable.
- Pursuant to Sections 34.070 and 34.073 RSMo, the Library District prefers to purchase those materials, products and supplies which are produced, manufactured, compounded, made or grown, within the State of Missouri when they are found in marketable quantities and are a quality suited to the purpose intended, and can be secured without additional cost over out-of-state products. Quality and fitness of articles will be considered in making purchases or letting contracts. Similarly, in letting contracts for the performance of any job or services, the Library District prefers Missouri firms, corporations or individuals, or firms, corporations or individuals which maintain Missouri offices, when the quality of performance promised is equal and the price quoted is the same or less.

In addition to the general requirements listed above, the successful Proposer shall comply with all laws, ordinances, regulations and orders of federal, state, county, and local governing authorities pertaining and applicable to the successful Proposer and/or the Library District.

Applicable insurance coverage must be provided by the successful Proposer before any work can be started on the Project.

The Library District will make every effort to target and utilize Minority/Women Business Enterprises (MBE/WBE) by using the Missouri Minority/Women Business Enterprise Program Directory as a source of identification of potential proposers. The Library District Policy provides that MBE/WBEs must be certified by the Office of Supplier and Workforce Diversity (OSWD), State of Missouri, and that such entities will be provided an equitable and fair opportunity to submit proposals.

These General Requirements, this Request for Proposals, the Proposal and the specifications and instructions of the Project shall be incorporated in the contract and/or purchase order signed by the parties should the Proposer be awarded a contract under this Request for Proposals. Notwithstanding the foregoing, incorporation of any Proposal includes proposed alternate language and/or modifications to these General Requirements and/or this Request for proposals is not a modification to this Request for Proposals without the explicit written consent of the Library District.

SCOPE OF WORK

The following Scope of Work provides an overview of the terms and conditions being sought by the Library District for the Project:

REQUESTED FEATURES (Library Data Analytics and Visualization Platform)

Please address the following in the Proposal and indicate how the solution satisfies each feature.

1. Ability to gather data from third-party databases with minimal staff intervention.
 - a. Describe the process and technology used to connect and integrate with third-party products.
 - b. Provide examples of APIs that the solution can connect to and any relevant configuration options. In particular, APIs for products such as Innovative's Polaris, Trafsys, Overdrive, and Baker & Taylor's Title Source 360.
 - c. Explain how the solution ensures minimal manual input or supervision by Library District staff.
 - d. Describe any automated data retrieval features, such as scheduled data pulls or real-time data syncing.
2. User-friendly interface to allow staff to query the data.
 - a. Detail the design and features of the interface, and include examples or screenshots.
 - b. Describe any training that will be offered for staff who will be managing and maintaining the platform.
 - c. Describe the user / permission levels that the Library District can use to assign staff to various roles.
3. Ability to create customizable reports.
 - a. Describe the report generation capabilities, including the types of reports that can be created.
 - b. Explain the customization options available, such as filter settings and data fields selection.
 - c. Describe the customizable formats for downloading and sharing (e.g., PDF, Excel, interactive dashboards).
4. If the solution pulls data from patron records, the solution must anonymize the data for storage.
 - a. Outline the data security measures in place to protect patron information.
 - b. Address whether the solution pulls anonymous, aggregated data from other libraries.
5. Ability for Library District staff to upload custom data.
 - a. Detail the process for manually uploading data, including supported file formats.
 - b. Explain how the solution handles data validation, error checking, and data cleaning during the upload process.
 - c. Discuss any possible means for tracking qualitative data - for example, a way to tag informal comments and observations from programs.
6. Dashboard that can be viewed dynamically or downloaded.

- a. Describe the features and functionalities of the dashboard. Are there any reports that could be viewed in real-time, like circulation?
- b. Explain how users can customize and interact with the dashboard (e.g., drag-and-drop widgets, drill-down capabilities).
- c. Provide an example of a finished dashboard that could be printed and presented to stakeholders.

The chosen vendor should provide a comprehensive implementation plan, and training, support and maintenance plans that outlines response times and service level agreements. Please include detailed information on proposed staffing for implementation, project management and training.

Schedule

RFP issued: June 27, 2024

Questions, if any, due by: July 8, 2024

Responses due back: July 25, 2024

Proposals evaluated by the committee: July 25-31, 2024

Board meeting: August 19, 2024

Target award date: August 19, 2024

Target go live date: December, 2024

Desired Proposer Qualifications:

To be considered for this Library Data Analytics and Visualization Platform RFP, Proposers must meet the following minimum qualifications:

- The Proposer must have a minimum of 10 years of experience in providing data analytics and visualization software.
- The Proposer must have a proven track record of successful implementations of data analytics and visualization platforms for organizations of similar size and complexity.
- The Proposer must provide references from at least three (3) customers who have implemented the proposed solution.
- The Proposer must have a team of qualified professionals with experience in data analytics, platform development, and project management.
- The Proposer must provide a detailed implementation plan that includes timelines, resources required, and costs.
- The Proposer must provide a support and maintenance plan that outlines response times and service level agreements.

- The Proposer must have the financial stability to support the proposed solution for the duration of the contract.
- The Proposer must be in compliance with all applicable laws and regulations related to the provision of data analytics and visualization solutions.

Proposers who meet these qualifications will be evaluated based on the quality and completeness of their proposals, as well as their ability to meet the Library District's specific needs and requirements.

The successful Proposer agrees to enter into a contract with the Library District for services provided.

PROPOSAL REQUIREMENTS

1. The Proposal must be delivered and received no later than **2:00 P.M. C.D.T. on July 25, 2024**. No Proposal will be accepted after this time and any Proposal arriving after this time will be returned unopened.

2. The Proposal must be emailed to:

Eric Button at ebutton@slcl.org

The email subject line shall read as follows:

“Request for Proposals – Library Data Analytics and Visualization Platform”

Each Proposer shall submit their Proposal as an electronic PDF. Blank pages and/or electronic PDF tabs may be used to delineate discrete sections. Each Proposer shall submit one (1) complete copy of the Proposal and one (1) “public/press” copy of the Proposal in which the Proposer should redact any information which it deems confidential or proprietary.

Notwithstanding the foregoing, the Library District must comply with the Missouri Sunshine Law; therefore, all Proposals and other documentation submitted to the Library District in response to this Request for Proposals (including fees) may be subject to disclosure pursuant to Missouri law and/or Library District policy.

3. Any Proposer desiring an explanation or interpretation of this Request for Proposals must request it in writing no later than 1:00 P.M. C.D.T. on July 8, 2024, and such request shall be emailed only to **ebutton@slcl.org**. Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a Proposer concerning a solicitation will be furnished promptly to all other Proposers as an amendment of this Request for Proposals, if that information is necessary in submitting Proposals or if the lack of it would be prejudicial to any other prospective Proposers.

4. If this Request for Proposals is amended, then all terms and conditions, which are not modified, remain unchanged. Proposers shall acknowledge receipt of any amendments to this Request for Proposals by: (i) signing and returning the amendment; and (ii) identifying the amendment number and date in the space provided for this purpose. The Library District must receive the acknowledgement by the time specified for receipt of the Proposal.

5. No Proposal shall be withdrawn for a period of 90 days subsequent to the opening of the Proposal without prior written consent of the Library District.

6. Each Proposal must include a **COVER LETTER** which must indicate that the signer is authorized to bind the Proposer contractually and must identify the title or position of the signer. The COVER LETTER shall also contain the following:

(i) The name of the Proposer, address, telephone number and email address;

(ii) A statement that (a) the Proposer is willing and able to provide the goods and services required for a successful engagement; (b) the Proposer has read and understands the Request for Proposals; and (c) the Proposal is made in accordance with the Request for Proposals and is based upon the materials, products, systems and equipment required by the Request for Proposals.

(iii) The name of the individual within the Proposer, who will be the primary contact concerning this engagement;

(iv) Copies of all license(s) from applicable governing authority to do business in the State of Missouri and certificate of good standing for the State of Missouri, as applicable;

(v) Documentation and sworn affidavit with respect to employees working in connection with the Proposal, affirming enrollment in a Federal Work Authorization Program.

(vi) The Proposer's qualifications to provide and implement the Project, and its experience in the provision and completion of similar projects, including such projects for public or governmental entities, within the last five years.

7. An unsigned submission shall be rejected.

8. The Library District is not liable for any cost incurred by the Proposer prior to issuance of a legally executed contract by the Library District and/or purchase order authorized by the Library District.

9. All materials submitted by the Proposer in response to this Request for Proposals becomes the sole property of the St. Louis County Library District upon receipt. The material contained in a response will be appended to the final agreement, further defining the contractual responsibilities of the Proposer.

SELECTION PROCEDURES

1. Proposals shall be referred to and reviewed by a Selection Committee composed of members selected by the Director & CEO.
2. Proposals that fail to adhere to the requirements of this Request for Proposals may result in the Proposal being disqualified as non-responsive.
3. The Proposal will be used to measure the lowest and best proposal. In determining the best Proposal, among other factors, the Library District may consider all factors in this Request for Proposals including, but not limited to, the proposed costs, the location of the proposer, MBE/WBE participation/interest in the business, and prior performance.
4. The Selection Committee will make a recommendation to the Director & CEO who will make a recommendation to the Board of Trustees.

AWARD

1. The right is reserved by the Board of Trustees to cancel this Request for Proposals or to reject any and all Proposals and to waive formalities in the best interest of the Library District.
2. The Board of Trustees reserves the right to split awards, make multiple awards and to reject any and all Proposals.
3. Subject to the rights reserved by the Library District, an award will be made by the Board of Trustees to the Proposer determined to be the lowest and best proposal.
4. All Proposers will be notified of the Library District's selection as soon as possible.
5. The successful Proposer will be issued a Notice of Award. Within ten (10) business days, the successful Proposer shall provide the following minimum documentation:
 - (a) Proof of the appropriate insurance coverage:
 - (i) Worker's Compensation & Employers Liability – Statutory Amount (Mandatory);
 - (ii) Comprehensive Automobile Liability for vehicles used – \$1,000,000;
 - (iii) Comprehensive General Liability – \$2,000,000; and
 - (iv) Other insurance (as appropriate for the Project) – \$1,000,000.
 - (b) Federal Identification Number with IRS Form W-9.
 - (c) Evidence that the Proposer is authorized to do business in Missouri and at each Library District Location.

