

**State Library of New South Wales**

**EOI for supply of books**

**Specification for purchased books (Australian)**

Below are the criteria on which each proposal will be evaluated. Please provide a response in each area. If anything requires clarification or you have any questions please contact the Contact Officer.

**1.0 SUPPLIER DATABASE**

 *Essential*

**1.1** Web access to the supplier’s resource database

**1.2** Supplier’s database must be available online between 7.00 am and 7.00 pm Australian Eastern Standard Time

**1.3** Database must offer:

* real-time bibliographic and order status information
* comprehensive listing of titles in all available formats (print, electronic etc.)
* ability to place firm orders via the database
* access to regular reports of the Library’s orders
* ability to search via a number of entry points
* ability to set up email alerts for new titles

**1.4** Each title entry in the database must include the following details:

* Title - including subtitle and series title if applicable
* ISBN
* format
* publisher details including date and place of publication
* language
* size
* pagination
* price in Australian dollars
* supplier reference number
* ordering instructions – e.g. timing delays in ordering
* readership level
* subject classification
* order status
* availability
* supplementary information where relevant e.g. geographic focus, contents notes

**1.5** Library access to the supplier database during the proposal evaluation process

**1.6** The addition of the Library’s account details, including approval plans, complete order and invoicing history, on the supplier’s database

**1.7** Vendor system able to support the Library’s ILS, currently Ex Libris Alma in terms of electronic ordering and invoicing

**1.8** Licence to re-use bibliographic information for cataloguing purposes

*Desirable*

**1.9** If bibliographic records are supplied with materials, holdings to be added to the Libraries Australia database

**1.10** Ability to add library notes to title entries

##  *Information*

**1.11** Describe the method and frequency of update of your resource database

#### **2.0 ORDERING**

*Essential*

**2.1** The ability to supply books in accordance with agreed approval plan profiles (see section 3 below)

**2.2** The ability to accept purchase orders for book titles via hardcopy, email and Electronic Data Interchange (EDI)

**2.3** Adherence to all Library instructions

**2.4** Provision of email confirmation/acknowledgement of new orders

**2.5** Ability to order individual titles on an order as required basis, or as a replacement for damaged or missing titles

**2.6** Regular electronic delivery of order status reports on a fortnightly basis

 *Desirable*

**2.7** The ability to provide backlist titles as well as orders for current titles

**2.8** The ability to provide non commercially and privately published titles on firm order as well as orders for current titles

**2.9** Real-time ordering/acquisitions via APIs

###  *Information*

**2.10** How often are orders sent to publishers?

**2.11** Describe the frequency of, and the information included in order status reports

##### 3.0 APPROVAL PLANS

 *Essential*

**3.1** Inclusion of commercially published Australian books originating from across Australia

**3.2** Ability to apply specific criteria for selection and exclusion including price, region of publication, publisher, format, size, language, edition, genre, date of publication and subject as documented in the approval plans

**3.3** Electronic slip lists/notifications to be provided for new material not received against approval plans

**3.4** Accurate supply – high fulfilment rate and low error rate

**3.5** Approval plans not to be changed by supplier without written authorization from the Library

**3.6** Approval plans may be amended as required by the Library and are reviewed on an annual basis

 *Desirable*

**3.7** Regular meetings between supplier and Library to review plans

*Information*

**3.8** Outline the process by which material is selected against the approval plans and steps taken to minimise error margins

## 4.0 CONSOLIDATION / DELIVERY

 *Essential*

**4.1** All titles to be delivered to the Library weekly

**4.2** All titles to be delivered to the following address:

 Published Team, 2nd Floor

 State Library of New South Wales

 Macquarie Street

 SYDNEY NSW 2000

 AUSTRALIA

*Desirable*

**4.3** Packing slips to list books alphabetically by title, with one packing slip and invoice per box

*Information*

**4.4** Describe any specific supply arrangements with publishers – e.g. agreements on freight, packaging, frequency etc. that will affect supply to the Library

## 5.0 SHIPPING & INVOICING

 *Essential*

**5.1** Unless requested otherwise, one copy of each title to be shipped

**5.2** Books to be shipped on a weekly basis, with the option to dispatch urgently if required

**5.3** Books to be shipped on approval and reviewed on receipt. The Library reserves the right to return any not deemed suitable at the supplier’s expense

**5.4** Allowance for short payment of invoices with authorisation e.g. for return of damaged items or wrong titles

**5.5** Box weight not to exceed 10kg and should be suitable for lifting

**5.6** Invoices to include invoice number, date of invoice, and currency

**5.7** All tax invoices to be in Australian dollars

**5.8** All tax invoices to be addressed to:

 Published Team, 2nd Floor

 State Library of New South Wales

 Macquarie Street

 SYDNEY NSW 2000

 AUSTRALIA

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**5.9** Information to be included on all tax invoices includes order number, vendor address, billing address, order title, subscription or issues paid, invoice amount per unit price, freight and GST where applicable

**5.10** GST and freight charges, if applicable, to be itemised separately

**5.11** Invoices to be GST inclusive at the order line level

**5.12** Tax invoices to be sent in hardcopy and via EDI to Ex Libris (Alma)

**5.13** Invoices to be separated by account type e.g. approval plans, firm orders, e-books

 *Desirable*

*Information*

**5.14** Provide a sample tax invoice for evaluation

## 6.0 FINANCIAL STATEMENTS & POLICIES

 *Essential*

**6.1** The provision of monthly statements in hardcopy by mail

**6.2** All statements must include:

* notification of payment terms
* the Library’s account information
* invoice/credit number
* invoice/credit date
* invoice/credit amount (itemise net amount, discount amount and GST)

**6.3** The ability to provide copies of all invoices over three (3) months old via email

 *Information*

**6.4** Describe how refunds from returned titles are handled

## 7.0 TRADING TERMS

*Essential*

**7.1** Provide clear policies on pricing for books published commercially and non-commercially, freight, credit and extra charges; handling of replacement copies and other charges

 *Information*

**7.2** Provide your terms of trade policy for the following categories:

-Commercially published Australian materials

 - Government published Australian materials

 - Privately or self published Australian materials

## 8.0 REPORTING

 *Desirable*

**8.1** The capacity for the Library to run analytical reports on all activities from the Supplier’s database and on request for the following:

* number of titles
* status of orders
* unsupplied orders
* ability to filter by a range of criteria including format and county of origin

 *Information*

**8.2** Describe the types of analytical reports that the Library can run, or that can be provided

**8.3** Would the Library have independent online access to reports?

9.0 REPRESENTATION & CONTACT

*Essential*

**9.1** Regular and reliable customer service contact with response to any enquiry within 48 hours

**9.2** Supplier visits to review performance and update product information at least annually, including review of profiles

**9.3** Effective, proactive and responsive communication at operational and management levels

**9.4** Library to be notified about any changes to company ownership/management structure

**9.5** Library to be notified in advance about any changes to terms of trade and pricing policy

*Desirable*

**9.6** Provide training on new features and developments e.g. shelf ready packaging

10.0 REFERENCES

*Essential*

**10.1** Provide a list of contact details for at least three Library clients in Australia who use your services, for the Library to contact to verify your response to the EOI

 *Desirable*

**10.2** Provide the names of one or two clients who use your company’s services for electronic invoices and who have Ex Libris Alma system in place, for the Library to contact about workflow planning