

STATE OF ARKANSAS
ARKANSAS STATE LIBRARY
A DIVISION OF THE AR DEPARTMENT OF EDUCATION
900 W. Capitol Ave, Ste. 100
Little Rock, Arkansas 72201

REQUEST FOR PROPOSAL
SOLICITATION DOCUMENT

SOLICITATION INFORMATION			
Solicitation Number:	27-74-092523	Solicitation Issued:	09/25/2023
Description:	Databases for Traveler Statewide Digital Resource program		
Department:	Arkansas State Library		

SUBMISSION DEADLINE	
Proposal Due Date:	December 1, 2023, 4:00 p.m. CST
<p>Deliver proposal submissions for this Request for Proposal to the Arkansas State Library on or before the submission deadline. Proposals received after the submission deadline may be rejected as untimely.</p>	

DELIVERY OF RESPONSE DOCUMENTS	
Delivery Address:	<p>Proposals should be delivered electronically to Katie Walton, Manager of Acquisitions for the Arkansas State Library, at the email address listed below.</p> <p>Confirmation of receipt will be emailed to prospective contractors upon the arrival of any proposals. This receipt will acknowledge when the proposal has arrived, but it will not serve as any verification that the proposal meets the requirements of the solicitation.</p> <p>Prospective contractors assume all risk for timely, properly submitted deliveries.</p>
Questions:	<p>Direct all questions, comments, or concerns you may have regarding this solicitation to Katie Walton at the email address listed below.</p> <p>Questions concerning the solicitation document may be submitted via webform prior to 4:00 p.m. CST on October 20, 2023.</p>

ARKANSAS STATE LIBRARY CONTACT INFORMATION			
Buyer:	Katie Walton, Manager of Acquisitions	Buyer's Direct Phone Number:	(501)682-2266
Email Address:	katie.walton@ade.arkansas.gov		
Arkansas State Library's Website:	https://www.library.arkansas.gov		

SECTION 1 – GENERAL INFORMATION AND INSTRUCTIONS

1 INTRODUCTION

This Request for Proposal (RFP) is issued by the Arkansas State Library to obtain pricing and a contract(s) for a collection of online databases to form its Traveler Statewide Digital Resources program.

The Traveler program is a collection of online databases and digital resources accessible to all Arkansas residents, schools, libraries, and universities. These resources facilitate lifelong learning and support students from early education to post graduate studies.

As a result of this RFP, the Arkansas State Library will award bids on the following categories:

1. a [comprehensive core collection](#) comprised of multiple non-fiction resources that support general education and research needs.
2. an [online encyclopedia platform](#),
3. an [online foreign language learning platform](#), and
4. additional [standalone products](#) or a group of subject-dedicated databases that do not otherwise fall into the former three categories.

Prospective Contractors may submit bids on one or more categories. Specifications and preferred features are detailed for each category: [core collection requirements](#), [online encyclopedia](#), [language platform](#) and [standalone resources](#).

1.1 SOLICITATION SCHEDULE

For informational purposes, the Arkansas State Library is providing a Solicitation Schedule; however, dates listed and noted with an asterisk (*) are anticipated dates only and are subject to change at the discretion of the agency.

TABLE A: TENTATIVE SOLICITATION SCHEDULE

ACTIVITY	DATE
RFP Release to Prospective Contractors*	October 2, 2023
Deadline for Prospective Contractor Questions (Submitted via webform)	October 20, 2023; 4pm CST
Answers to Questions Posted to Arkansas State Library website	November 3, 2023; 4pm CST
Proposal Due Date	December 1, 2023; 4pm CST
Traveler Advisory Committee members evaluate resources and proposals independently*	December 2023
Advisory Committee meets to evaluate and discuss proposals*	January 2024
Advisory Committee presents proposed selections to AR State Library Board	February 9, 2024
Award Contract*	Mid to late February, 2024

1.2 DEFINITION OF TERMS

1. Unless otherwise defined herein, all terms defined in Arkansas Procurement Law have the same meaning herein.
2. "Prospective Contractor" means a responsible offeror who submits a proposal in response to this solicitation.
3. The terms "Request for Proposal," "RFP," and "Solicitation" are used synonymously in this document.
4. "Requirement" means something required.
5. "Preferred" means something desired but not required.
6. "Bid" means a proposal submitted in response to this solicitation that conforms in all material respects to this RFP.
7. "Shall" and "Must" mean the imperative and are used to identify requirements.
8. "Specification" means any technical or purchase description or other description of the physical or functional characteristics, or of the nature, of a commodity or service. "Specification" may include a description of any requirement for inspecting, testing, or preparing a commodity or service for delivery.
9. "State" means the State of Arkansas. When the term "State" is used herein to reference any obligation of the State under a contract that results from this solicitation, that obligation is limited to the Department using such a contract.

SECTION 2 – REQUIREMENTS

2.1 OBJECTIVES AND GOALS

The Traveler program is a collection of online databases and digital resources accessible to all Arkansas residents, schools, libraries, and universities. These resources facilitate lifelong learning and support students from early education to post graduate studies.

Traveler purchases online resources deemed to be of most benefit to the greatest number of participating stakeholders. The program provides in-demand, online resources to Arkansas libraries that cannot afford to purchase similar products for their clientele. Libraries retain greater buying power within their institutional budgets to acquire additional resources for their local users that complement those provided by Traveler.

2.2 SCOPE OF RESOURCE CATEGORIES

Prospective Contractors may submit bids on one or more categories. Specifications and preferred features are detailed for each category: core collection requirements, online encyclopedia, language platform and standalone resources.

[Category 1](#): The comprehensive core collection must be comprised of a variety of non-fiction resources that support the general education and research needs of juvenile (K-12) and general academic audiences. No single database has to appeal to both audiences concurrently, but the collection must include a selection of resources that respectively cater to each. As a whole, the collection must cover a wide range of academic disciplines and subjects. Databases intended for academic audiences must include quality, full-text resources such as peer-reviewed, industry or scholarly journals and publications.

[Category 2](#): The online encyclopedia must be suitable for both juvenile and general audiences and be remotely accessible to all Traveler users.

[Category 3](#): The online language platform must be suitable for a general audience and remotely accessible to all Traveler users.

[Category 4](#): Any standalone or subject-dedicated group of databases must support the research and educational needs of a juvenile, academic or general audience.

2.3 CONTRACT TERMS

- A. The anticipated starting date for any resulting contract is August 1, 2024, through July 31, 2027. By submitting a signed proposal in response to the RFP, the Prospective Contractor represents and warrants that it will honor its proposal as being held open as irrevocable for this period. Per the Institute of Museum and Library Services, funds can be encumbered after July 1, 2024, but payments will not be made until after October 1, 2024.
- B. The initial term of a resulting contract will be for three (3) years to be billed annually after October 1. Upon mutual agreement by the Contractor and AR State Library, the contract may be renewed by the Arkansas State Library for an additional (3) three-year term or portions thereof, not to exceed a total aggregate contract term of six (6) consecutive years.

2.4 AUTHENTICATION

All online resources must be remotely accessible to all Traveler users using both geolocation authentication and IP proxy access.

- A. The [Traveler Portal](#) on the State Library's website provides direct access to individual databases. The Arkansas State Library contracts with an authentication service, BiblioBoard, to provide remote access for Traveler resources via geolocation. BiblioBoard creates unique links using authenticated tokens from Prospective Contractors and adds a geolocation component that validates Arkansas residents by reviewing their IP address and identifying whether they are coming from within the state's boundaries. Prospective Contractors are responsible for providing the authenticated tokens to

BiblioBoard.

- B. Individual libraries may also choose to register their internal IP addresses with Prospective Contractors. This allows libraries to embed Traveler resources on their own webpages and provide seamless institutional access to Traveler alongside their own subscription resources.

2.5 SCOPE OF RESOURCE ACCESSIBILITY

Prospective Contractors must account for the following service populations when submitting proposals.

All residents of Arkansas may access Traveler resources remotely through the Arkansas State Library's website. All bids must be for a statewide subscription and cannot exclude any library types or age groups.

Arkansas schools, universities and libraries may register with the Arkansas State Library to offer Traveler resources through their own institutional websites.

1. State of Arkansas:
 - a. Estimated total population: 3,045,637; via [United States Census Bureau](#)(July 1, 2022).
2. Arkansas Academic Institutions; most recent data from Fall 2021; retrieved from the [Arkansas Division of Higher Education Annual Enrollment Report](#).
 - a. Total academic institutions: 51
 - b. Four-year universities: 11
 - c. Two-year colleges: 22
 - d. Private universities & nursing schools: 18
 - e. Total student enrollment: 145,695
3. Primary and Secondary Schools; most recent data from 2022-2023 school year; retrieved from the [Arkansas Department of Education](#).
 - a. Schools: 1056
 - b. Total student enrollment: 476,579.
4. Public Libraries; Most recent data from 2021; Retrieved from the 2021 [IMLS Public Library Survey Results](#).
 - a. Public Libraries and Systems: 59
 - b. Individual library branches: 175

2.6 INFORMATION TO BE INCLUDED IN ALL PROPOSALS

- A. The Prospective Contractor must specify which category their proposal responds to.
 1. If responding to more than one category, the Prospective Contractor must submit distinct proposals addressing each category.
- B. The Prospective Contractor shall include specific pricing for each database or platform package available in the proposal.
 1. If multiple packages are available, the Prospective Contractor shall provide separate pricing for each tier and the number of database titles or platform modules available per tier.
 2. The Prospective Contractor shall provide individual product pricing when titles or modules are available à la carte.
- C. The Prospective Contractor shall indicate if flexibility exists when selecting database packages and titles, including:
 1. Any ability for the Arkansas State Library to further scale a package tier by adding or removing titles, modules or features and how it affects pricing.

2. Whether the Arkansas State Library may select which specific database titles or platform modules are included in the package, or whether included content is determined by the Prospective Contractor.

D. Product descriptions:

1. The Prospective Contractor must include the titles and descriptions for each database or module available in the package proposal.
2. The Prospective Contractor must include the suggested audience for the database or module in the package proposal.
3. When applicable, the Prospective Contractor must include the number of publications available in each database or module, in addition to:
4. The percentage of how many peer-reviewed or scholarly publications are available as full-text titles.
5. The percentage of how many full-text titles are publisher-embargoed, and the average length of embargo.
6. The percentage of how many publications are available only as abstracts or indexes.
7. The Prospective Contractor must include the estimated number of titles with a projected change in access, or which will become unavailable each year.
8. The Prospective Contractor must include the estimated increase in the average number of full-text titles added to the databases each year.
9. The Prospective Contractor must include the projected quarter delivery of any planned enhancements or major product changes.

E. If applicable, the Prospective Contractor must indicate whether multiple interfaces for a single database or entire package are available (e.g., separate interfaces for adult and juvenile audiences).

F. If applicable, the Prospective Contractor must indicate whether language translation services available on product interfaces provide machine (e.g., Google Translate) or human translations.

2.7 TRIAL ACCESS

The Prospective Contractor shall include any links to product webinars, view-on-demand demonstrations, or LibGuides in the proposal. Username and password access to trial accounts is also acceptable. If an email address is required for the trial account, create the account using katie.walton@ade.arkansas.gov. The Traveler Advisory Committee will be reviewing these resources from December 1, 2023 through the end of January 2024.

2.8 PERFORMANCE STANDARDS

- A. State law requires that qualifying contracts for services include Performance Standards for measuring the overall quality of services that a Contractor **shall** provide. The Prospective Contractor shall provide:
 1. Average product uptime
 2. Response times for support services including:
 - a. Criteria used to determine severity and response-priority of service incidents.
 - b. Internal response times for first contact subsequent to service requests and targeted time-table for resolution based on incident type.
- B. The State may be open to negotiations of Performance Standards prior to the contract award, prior to

the commencement of services, or at times throughout the contract duration.

- C. Performance Standards **shall not** be amended unless they are agreed to in writing and signed by the parties.
- D. Failure to meet the minimum Performance Standards as specified will result in the assessment of damages.
- E. In the event a Performance Standard is not met, the Contractor will have the opportunity to defend or respond to the insufficiency. The State has the right to waive damages if it determines there were extenuating factors beyond the control of the Contractor that hindered the performance of services. In these instances, the State has final determination of the performance acceptability.
- F. Should any compensation be owed to the Department due to the assessment of damages, Contractor **shall** follow the direction of the Department regarding the required compensation process.

SECTION 3- CORE COLLECTION

3.1 REQUIRED DATABASE FEATURES

A. Resource Delivery:

1. All databases must be remotely accessible to all Traveler users without requiring an individual to register an account with the Prospective Contractor's platform or an Arkansas library institution.
2. Any online platform that allows an individual to register an account with the Prospective Contractor must not incur any additional cost to that user, the Arkansas State Library, or Traveler library institutions.
3. Prospective Contractors must register the IP addresses of the Arkansas State Library and eligible library institutions to support remote access via proxy authentication.

B. User interface:

1. The user-interface must be compatible with mobile devices as well as standard computers.
2. The user-interface must support basic accessibility features, such as compatibility with common assistive technologies, and support for alternative input methods.

C. Searching and discovery for resources intended for academic audiences:

1. Each database package must allow users the ability to select one or more databases for concurrent searching.
2. Each database must provide basic and advanced search interfaces.
3. Each database search interface must include the following search limiters:
 - a. Date
 - b. Subject
 - c. Publication
 - d. Full-text
 - e. Document type (e.g., Newspaper, Journal, Article, etc.)
 - f. Peer-reviewed
 - g. Language
 - h. Format of full-text articles when multiple formats are available (HTML, pdf, etc.)
4. Each database must allow users to sort results by relevancy and publication date.
5. Databases must support fuzzy search or otherwise avoid dead end searches (i.e., more like this? Did you mean?).
6. Databases must provide spelling assistance for user-input search terms.
7. Databases must provide citations in standard style formats (APA, Chicago, MLA, etc.) for individual articles.
8. Prospective Contractors must include a description of any additional search features available.

D. Article and Document Reproduction Options:

1. Databases must support a user's ability to print documents retrieved from the databases, in entirety or a specified page range.
2. Databases must support a user's ability to email an electronic copy of a document retrieved from the databases.

3. Databases must support a user's ability to save or download an electronic copy of a document retrieved from the databases.
4. Databases must allow a user to eliminate graphics, images or color when printing.

3.2 PREFERRED ADDITIONAL FEATURES

A. Additional Resource Delivery Methods:

1. Upon request, the Prospective Contractor works with registered Traveler institutional accounts to support additional authentication methods employed by that institution (e.g., Shibboleth, OpenAthens).

B. Cataloging Tools for Libraries

1. The Prospective Contractor provides free MARC records to interested library institutions.
2. Libraries are able to embed electronic titles in online catalogs.

C. Education Standards for databases intended for juvenile audiences:

1. Database content includes applicable national and state education standards.
2. Database content indicates Lexile Reading Levels.

D. Searching and discovery for academic resources:

1. Each database search interface supports Boolean operators and natural language searching.

E. Article and Document Reproduction Options:

1. The database integrates with classroom management systems (e.g., Google Classroom) and supports cloud-saving.

F. Statistics:

1. The Prospective Contractor provides the following in addition to the minimum required statistics: number of unique users and average session length.

3.3 CUSTOMIZATION AND BRANDING

A. Institutional Branding:

1. The Prospective Contractor shall describe what customization and branding options are available to indicate to users the database is provided by the Traveler program.
2. The Prospective Contractor shall indicate if any available customization options are limited to the initial database home screen, or persist throughout a user session (e.g., persistent header).

3.4 PROMOTIONAL AND MARKETING MATERIALS

- #### **A. The Prospective Contractor shall describe any marketing tools or materials used to promote databases available to librarians, educators, and end users.**

3.5 TRAINING

- #### **A. The Prospective Contractor shall provide a recommended training plan for librarians and educators on using the databases.**
1. Training plans must include train-the-trainer sessions to equip librarians and educators to assist

the general public and students in using the databases.

- B. The Prospective Contractor's recommended training plan shall include:
 - 1. Training formats offered (face-to-face, on-demand or live webinars, online support resources, etc.).
 - 2. A description of virtual or online training options available.
 - 3. Maximum number of days or training sessions provided by the Prospective Contractor included in the price of the contract.
 - 4. Any additional training costs that may be incurred by the Arkansas State Library or individual libraries.
 - 5. An overview of any online materials freely available to all product users, such as how-to guides or on-demand video tutorials.

3.6 STATISTICS

A. Statewide:

- 1. The Prospective Contractor shall provide statewide monthly usage statistics at no additional cost.
- 2. Statistics must be accessible to the Traveler program administrator either via an online administrative interface or via reports emailed from the Prospective Contractor to the Traveler program administrator.
- 3. At a minimum the statistics must include the total number of searches, total number of sessions, and total number of document downloads per database.
- 4. The Prospective Contractor shall describe any additional statistics available.

B. Registered Individual Libraries:

- 1. Upon request by an institution, the Prospective Contractor shall provide monthly usage statistics for that institution at no additional cost.
- 2. Statistics must be accessible to individual institutions either via an online administrative interface or via reports emailed from the Prospective Contractor to the institution.
- 3. At a minimum the statistics must include the total number of searches, total number of sessions, and total number of document downloads per database.

3.7 SUPPORT

- A. The Prospective Contractor shall be responsible for providing ongoing technical support for the life of the contract at no additional cost.

- B. The Prospective Contractor shall provide standard user and technical support to Arkansas State Library staff via toll free telephone, email, or online support request form. At a minimum, the Prospective Contractor shall provide support services Monday through Friday, 8 a.m. to 5 p.m. Central Time, excluding [Arkansas state holidays](#). The Contractor shall:
 - 1. Provide English-speaking telephone support staff.
 - 2. Respond to requests for technical support from the Arkansas State Library within 1 business day.
 - 3. Provide estimated times of resolution to Arkansas State Library staff for problems persisting past 1 business day.

SECTION 4 – ONLINE ENCYCLOPEDIA

4.1 REQUIRED PLATFORM FEATURES

A. Resource Delivery:

1. All resources must be remotely accessible to all Traveler users without requiring an individual to register an account with the Prospective Contractor's platform or an Arkansas library institution.
 - i) Any online platform that allows an individual to register an account with the Prospective Contractor must not incur any additional cost to that user, the Arkansas State Library, or Traveler library institutions.
2. Prospective Contractors must register the IP addresses of the Arkansas State Library and eligible library institutions to support remote access via proxy authentication.

B. User interface:

1. The user-interface must be compatible with mobile devices as well as standard computers.
2. The user-interface must include multiple platforms for varying age or educational audiences (e.g., elementary school students, college students).
3. The user-interface must support basic accessibility features, be compatible with assistive technology, and support multiple user input methods.

C. Searching and discovery:

1. The platform must provide basic and advanced search interfaces.
2. The platform must support subject browsing for end users.
3. The platform must support fuzzy search or otherwise avoid dead end searches (i.e., more like this? Did you mean?).
4. The platform must provide spelling assistance for user-input search terms.
5. The platform must provide citations in standard style formats (APA, Chicago, MLA, etc.) for individual articles and entries.
6. Prospective Contractors must include a description of any additional search features available in the platform.

D. Article and Document Reproduction Options:

1. The platform must support an end user's ability to print articles or entries retrieved from the encyclopedia, in entirety or a specified page range.
2. The platform must support an end user's ability to email an electronic copy of a document retrieved from the databases.
3. The platform must support an end user's ability to save or download a digital copy of a document retrieved from the databases.
4. The platform must allow a user to eliminate graphics, images, or color when printing.

4.2 PREFERRED ADDITIONAL FEATURES

A. Additional Resource Delivery Methods:

1. Upon request, the Prospective Contractor works with registered Traveler institutional accounts to support additional authentication methods employed by that institution (e.g., Shibboleth, OpenAthens).

- B. Education Standards for resources intended for juvenile audiences:
 - 1. Encyclopedia content includes applicable national and state education standards.
 - 2. Encyclopedia content indicates Lexile Reading Levels.
- C. Searching and discovery for academic platforms:
 - 1. User search interface supports Boolean operators and natural language searching.
- D. Article and Document Reproduction Options:
 - 1. The encyclopedia integrates with classroom management systems (e.g., Google Classroom) and supports cloud-saving.
- E. Statistics:
 - 1. The Prospective Contractor provides the following in addition to the minimum required statistics: number of unique users and average session length.
- F. Foreign language platforms:
 - 1. Encyclopedia provides an online user interface in Spanish as well as English.
 - 2. Encyclopedia content can be translated from English into non-English languages.

4.3 CUSTOMIZATION AND BRANDING

- A. Institutional Branding:
 - 1. The Prospective Contractor shall describe what customization and branding options are available in the platform's user interface to indicate to end users the encyclopedia is provided through the Traveler program.
 - 2. The Prospective Contractor shall indicate if any available customization options for the platform's user interface are limited to the initial home screen, or persist throughout a user session (e.g., persistent header).

4.4 PROMOTIONAL AND MARKETING MATERIALS

- A. The Prospective Contractor shall describe any marketing tools or materials used to promote the platform that are freely available to librarians, educators, and end users.

4.5 TRAINING

- A. The Prospective Contractor shall provide a recommended training plan for librarians and educators on using the platform.
 - 1. Training plans must include train-the-trainer sessions to equip librarians and educators to assist the general public and students in using the platform.
- B. The Prospective Contractor's recommended training plan shall include:
 - 1. Training formats offered (face-to-face, on-demand or live webinars, online support resources, etc.).
 - 2. A description of virtual or online training options available.
 - 3. Maximum number of days or training sessions provided by the Prospective Contractor included in the price of the contract.
 - 4. Any additional training costs that may be incurred by the Arkansas State Library or individual

libraries.

5. An overview of any online materials freely available to all product users, such as how-to guides or on-demand video tutorials.

4.6 STATISTICS

A. Statewide:

1. The Prospective Contractor shall provide statewide monthly usage statistics at no additional cost.
2. Statistics must be accessible to the Traveler program administrator either via an online administrative interface or via reports emailed from the Prospective Contractor to the Traveler program administrator.
3. At a minimum the statistics must include the total number of searches, total number of sessions, and total number of document downloads per database.
4. The Prospective Contractor shall describe any additional statistics available.

B. Registered Individual Libraries:

1. Upon request by an institution, the Prospective Contractor shall provide monthly usage statistics for that institution at no additional cost.
2. Statistics must be accessible to individual institutions either via an online administrative interface or via reports emailed from the Prospective Contractor to the institution.
3. At a minimum the statistics must include the total number of searches, total number of sessions, and total number of document downloads per database.

4.7 SUPPORT

- A. The Prospective Contractor shall be responsible for providing ongoing technical support for the life of the contract at no additional cost.

- B. The Prospective Contractor shall provide standard user and technical support to Arkansas State Library staff via toll free telephone, email, or online support request form. At a minimum, the Prospective Contractor shall provide support services Monday through Friday, 8 a.m. to 5 p.m. Central Time, excluding [Arkansas state holidays](#). The Contractor shall:

1. Provide English-speaking telephone support staff.
2. Respond to requests for technical support from the Arkansas State Library within 1 business day.
3. Provide estimated times of resolution to Arkansas State Library staff for problems persisting past 1 business day.

SECTION 5 – LANGUAGE LEARNING PLATFORM

5.1 REQUIRED PLATFORM FEATURES

A. Resource Delivery:

1. The online language learning platform must be remotely accessible to all Traveler users.
2. Any online platform that requires an individual to register an account with the Prospective Contractor must not incur any additional cost to that user, the Arkansas State Library, or Traveler library institutions.
3. Prospective Contractors must register the IP addresses of the Arkansas State Library and eligible library institutions to support remote access via proxy authentication.

B. User interface:

1. The user-interface must be compatible with mobile devices as well as standard computers.
2. The user-interface must support basic accessibility features, be compatible with assistive technology, and support multiple user input methods.

5.2 PREFERRED ADDITIONAL FEATURES

A. Additional Resource Delivery Methods:

1. Upon request, the Prospective Contractor works with registered Traveler institutional accounts to support additional authentication methods employed by that institution (e.g., Shibboleth, OpenAthens).

B. Statistics:

1. The Prospective Contractor provides the following in addition to the minimum required statistics: number of unique users and average session length.

5.3 CUSTOMIZATION AND BRANDING

A. Institutional Branding:

1. The Prospective Contractor shall describe what customization and branding options are available to indicate to users the language learning platform is provided through the Traveler program.
2. The Prospective Contractor shall indicate if any available customization options are limited to the initial database home screen, or persist throughout a user session (e.g., persistent header).

5.4 PROMOTIONAL AND MARKETING MATERIALS

- #### **A.**
1. The Prospective Contractor shall describe any marketing tools or materials used to promote the platform that are freely available to librarians, educators, and end users.

5.5 TRAINING

- #### **A.**
1. The Prospective Contractor shall provide a recommended training plan for librarians and educators on using the platform.

1. Training plans must include train-the-trainer sessions to equip librarians and educators to assist the general public and students in using the platform.

- #### **B.**
1. The Prospective Contractor's recommended training plan shall include:

1. Training formats offered (face-to-face, on-demand or live webinars, online support resources, etc.).
2. A description of virtual or online training options available.
3. Maximum number of days or training sessions provided by the Prospective Contractor included in the price of the contract.
4. Any additional training costs that may be incurred by the Arkansas State Library or individual libraries.
5. An overview of any online materials freely available to all product users, such as how-to guides or on-demand video tutorials.

5.6 STATISTICS

A. Statewide:

1. The Prospective Contractor shall provide statewide monthly usage statistics at no additional cost.
2. Statistics must be accessible to the Traveler program administrator either via an online administrative interface or via reports emailed from the Prospective Contractor to the Traveler program administrator.
3. At a minimum the statistics must include the total number of registered users, total number of sessions, and average session length.
4. The Prospective Contractor shall describe any additional statistics available.

B. Registered Individual Libraries:

1. Upon request by an institution, The Prospective Contractor shall provide monthly usage statistics for that institution at no additional cost.
2. Statistics must be accessible to individual institutions either via an online administrative interface or via reports emailed from the Prospective Contractor to the institution.
3. At a minimum the statistics must include the total number of registered institutional users, total number of sessions, and average session length.

5.7 SUPPORT

A. The Prospective Contractor shall be responsible for providing ongoing technical support for the life of the contract at no additional cost.

B. The Prospective Contractor shall provide standard user and technical support to Arkansas State Library staff via toll free telephone, email, or online support request form. At a minimum, the Prospective Contractor shall provide support services Monday through Friday, 8 a.m. to 5 p.m. Central Time, excluding [Arkansas state holidays](#). The Contractor shall:

1. Provide English-speaking telephone support staff.
2. Respond to requests for technical support from the Arkansas State Library within 1 business day.
3. Provide estimated times of resolution to Arkansas State Library staff for problems persisting past 1 business day.

SECTION 6 – STANDALONE AND SINGLE SUBJECT DATABASES

6.1 REQUIRED PLATFORM FEATURES

A. Resource Delivery:

1. The databases or modules must be remotely accessible to all Traveler users.
2. Any database or online platform that requires an individual to register an account with the Prospective Contractor must not incur any additional cost to that user, the Arkansas State Library, or Traveler library institutions.
3. Prospective Contractors must register the IP addresses of the Arkansas State Library and eligible library institutions to support remote access via proxy authentication.

B. User interface:

1. The user-interface must be compatible with mobile devices as well as standard computers.
2. The user-interface must support basic accessibility features, such as compatibility with common assistive technologies and support for alternative input methods.

C. Searching and discovery for resources intended for academic audiences:

1. Each database package must allow users the ability to select one or more databases for concurrent searching.
2. Each database must provide basic and advanced search interfaces.
3. Each database search interface must include the following search limiters:
 - i) Date
 - ii) Subject
 - iii) Publication
 - iv) Full-text
 - v) Document type (e.g., News Paper, Journal, Article, etc.)
 - vi) Peer-reviewed
 - vii) Language
 - viii) Format of full-text articles when multiple formats are available (HTML, pdf, etc.)
4. Each database must allow users to sort results by relevancy and publication date.
5. Databases must support fuzzy search or otherwise avoid dead end searches (i.e., more like this? Did you mean?).
6. Databases must provide spelling assistance for user-input search terms.
7. Databases must provide citations in standard style formats (APA, Chicago, MLA, etc.) for individual articles.
8. Prospective Contractors must include a description of any additional search features available.

D. Article and Document Reproduction Options:

1. Databases must support a user's ability to print documents retrieved from the databases, in entirety or a specified page range.
2. Databases must support a user's ability to email an electronic copy of a document retrieved from the databases.
3. Databases must support a user's ability to save or download an electronic copy of a document

retrieved from the databases.

4. Databases must allow a user to eliminate graphics, images or color when printing.

6.2 PREFERRED ADDITIONAL FEATURES

A. Resource Delivery Methods:

1. Upon request, the Prospective Contractor works with registered Traveler institutional accounts to support additional authentication methods employed by that institution (e.g., Shibboleth, OpenAthens).

B. Cataloging Tools for Libraries

1. The Prospective Contractor provides free MARC records to interested library institutions.
2. Libraries are able to embed electronic titles in online catalogs.

C. Education Standards for databases intended for juvenile audiences:

1. Database content includes applicable national and state education standards.
2. Database content indicates Lexile Reading Levels.

D. Searching and discovery for academic resources:

1. Each database search interface supports Boolean operators and natural language searching.

E. Article and Document Reproduction Options:

1. The database integrates with classroom management systems (e.g., Google Classroom) and supports cloud-saving.

F. Statistics:

1. The Prospective Contractor provides the following in addition to the minimum required statistics: number of unique users and average session length.

6.3 CUSTOMIZATION AND BRANDING

A. Institutional Branding:

1. The Prospective Contractor shall describe what customization and branding options are available to indicate to users the database is provided by the Traveler program.
2. The Prospective Contractor shall indicate if any available customization options are limited to the initial database home screen, or persist throughout a user session (e.g., persistent header).

6.4 PROMOTIONAL AND MARKETING MATERIALS

- ### **A. The Prospective Contractor shall describe any marketing tools or materials used to promote databases available to librarians, educators and end users.**

6.5 TRAINING

- ### **A. The Prospective Contractor shall provide a recommended training plan for librarians and educators on using the databases or modules.**

1. Training plans must include train-the-trainer sessions to equip librarians and educators to assist the general public and students in using the databases or modules.

- B. The Prospective Contractor's recommended training plan shall include:
 - 1. Training formats offered (face-to-face, on-demand or live webinars, online support resources, etc.).
 - 2. A description of virtual or online training options available.
 - 3. Maximum number of days or training sessions provided by the Prospective Contractor included in the price of the contract.
 - 4. Any additional training costs that may be incurred by the Arkansas State Library or individual libraries.

6.6 STATISTICS

- A. Statewide:
 - 1. The Prospective Contractor must provide statewide monthly usage statistics at no additional cost.
 - 2. Statistics must be accessible to the Traveler program administrator either via an online administrative interface or via reports emailed from the Prospective Contractor to the Traveler program administrator.
 - 3. At a minimum the statistics must include the total number of searches, total number of sessions, average session length, and total number of document downloads per database.
 - 4. The Prospective Contractor shall describe any additional statistics available.
- B. Registered Individual Libraries:
 - 1. Upon request by an institution, The Prospective Contractor shall provide monthly usage statistics for that institution at no additional cost.
 - 2. Statistics must be accessible to individual institutions either via an online administrative interface or via reports emailed from the Prospective Contractor to the institution.
 - 3. At a minimum the statistics must include the total number of registered institutional users, total number of sessions, and average session length.

6.7 SUPPORT

- A. The Prospective Contractor shall be responsible for providing ongoing technical support for the life of the contract at no additional cost.
- B. The Prospective Contractor shall provide standard user and technical support to Arkansas State Library staff via toll free telephone, email, or online support request form. At a minimum, the Prospective Contractor shall provide support services Monday through Friday, 8 a.m. to 5 p.m. Central Time, excluding [Arkansas state holidays](#). The Contractor shall:
 - 1. Provide English-speaking telephone support staff.
 - 2. Respond to requests for technical support from the Arkansas State Library within 1 business day.
 - 3. Provide estimated times of resolution to Arkansas State Library staff for problems persisting past 1 business day.