Request for Information: Emerging Online Products

Scope
Massachusetts Library System seeks responses from a wide array of vendors for emerging online products. This is a pilot project to bring awareness of emerging products and services to Massachusetts libraries and to identify creative opportunities for collaborative projects in Massachusetts. Respondents are strongly encouraged to also respond to the IFB issued by Massachusetts Higher Education Consortium available at: https://guides.masslibsystem.org/dlp-eop-2018

Definition of Emerging Online Products
For the purpose of this RFI, emerging online products shall refer to any digital products, services, content and/or technologies that are not yet well-established in Massachusetts libraries. The following examples may be helpful for potential respondents to determine applicability, but should not be seen as an absolute limit of interests.

Digital Content
- Research databases - journals, magazines, reference tools
- Digital books, audiobooks, music, movies, media, etc.
- DIY resources
- Virtual reality
- Artificial intelligence

Training Resources
- Continuing education courses
- Training platforms
- Online tutorials

Staff Tools
- Statistical dashboards
- Staffing/scheduling software
- Web design tools - usability, accessibility, etc.

Digital Tools
- Readers advisory software, web services
- Media creation software
- Makerspace technologies
- Language learning products including ESL, ASL and products for children
- Bibliographic management tools
- Mobile apps
- Discovery solutions
- Open education/textbook platforms and tools
Questions to Respondents

Respondents should address these questions in their responses. (Not all questions will be applicable to all responses.)

1. How will your product help Massachusetts libraries to serve their users? Be specific about library types, audiences served and intended outcomes.

2. Describe the history of your organization and the development of this product.

3. Propose one or more creative and collaborative implementations of your product in Massachusetts.
   - If you have implemented this proposal (or a similar proposal) elsewhere, please discuss. Include successes, lessons learned, statistics and stories as applicable.

4. Supply a list of current Massachusetts library, college and school customers. If your firm has no Massachusetts users at this time, please describe your customer base outside Massachusetts.

5. What commercial and freely available products are similar to the product that you are proposing? How does your product compare - similarities and differences?

6. Which types of libraries - academic, public, school and special - would benefit most from your product? How?

7. Discuss product usability and accessibility. How does your product meet accepted standards and ensure ongoing usability and accessibility?

8. To what extent is your company prepared to provide related product training, promotion, library staff support and end-user support?

9. Describe integrations that you have developed with other library systems.

10. Describe back end tools that libraries will use to administer the product and to measure its use and/or effectiveness?

Outcomes of this RFI

There are three potential pathways for the responses received to this RFI:

1. MLS will enter into dialog with a respondent to discuss a possible implementation of their solution in Massachusetts.
2. MLS will issue a Request for Quotations (RFQ) to solicit a formal pricing proposal to implement the desired solution.
3. MLS will take no action.

MLS has limited capacity to pursue direct vendor relationships. Solutions that serve the widest audience and that provide the most unique opportunities will receive the greatest level of consideration.

**Timeline**

Visit our website for this RFI to see the timeline:
https://guides.masslibsystem.org/dlp-eop-2018

**Questions**

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