



QUEENS PUBLIC LIBRARY

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RFI #0622-1

**Request for Information for
Digital Asset Management System**

Date: June 2, 2022

**Responses must be submitted by
June 30, 2022 2:00 P.M., to:**

**Procurement Department
Queens Public Library via DropBox:**

<https://www.dropbox.com/request/wisz6itELZwGf5MkWd0C>

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Attachment 1- Digital Asset Management System - Usage Scenarios

The Queens Borough Public Library (the “Library”) is issuing this Request for Information (“RFI”) to obtain information about Digital Asset Management System (“DAMS”). The Library will not be issuing an award for a DAMS system in response to this RFI. Information obtained from this RFI will assist the Library in determining its requirements. Such determination may result in an issuance of a Request for Proposals for a DAMS for the Library.

I. CALENDAR OF EVENTS

Issuance of the RFI	June 2, 2022
Submission Due Date	June 30, 2022

II. CONTACT INFORMATION

The Library’s designated contacts for this RFI, as of the date hereof, are Cristina Polychronopoulos, Procurement Coordinator, Xavier Cerda, Assistant Director of Procurement and William Funk, Vice President of Procurement at RFIcontact@queenslibrary.org.

Submissions are to state that it is in response to RFI DAMS and RFI# 0622-1 and are to be uploaded to DropBox using this link:

<https://www.dropbox.com/request/wisz6itELZwGf5MkWd0C>

The Library will not provide reimbursement for any costs or expenses incurred in connection with this RFI, including the costs of preparing and submitting a response, providing any additional information or attending an interview. All material that is submitted in response to this RFI will become the sole property of the Library. The Library expressly reserves the right to utilize any and all ideas submitted in the submissions received unless covered by legal patent or proprietary rights, any of which **must** be clearly indicated in the submission submitted in response to the RFI.

The Library may conduct interviews and/ or product demonstrations with firms that respond to this RFI. A response to this RFI does not guarantee an opportunity for a firm to be invited for an interview or a product demonstration. Such invitations for interviews or product demonstrations shall be determined by the Library in its sole discretion.

III. BACKGROUND

The Library is an independent not-for-profit corporation. It is one of the largest and most innovative libraries in the world and one of the three New York City library systems. The Library consists of a Central Library and other facilities located throughout the County of Queens in the State of New York. For a complete listing of current facilities please visit the Library’s webpage: <https://www.queenslibrary.org/about-us/locations>.

The Library serves 2.4 million Queens residents, with an extensive collection of books, reference materials, periodicals, government documents, video and audiocassettes, records, compact discs, DVDs, and photographs and maps. The Library has an integrated circulation and catalog system, state-of-the-art computer equipment in all community libraries, and the ability to provide information through free Internet access and facsimile machines to the public. The Library offers a wide variety of reading, writing, and literacy programs, and functions as an integral part of the Queens community.

The Library has extensive archival collections documenting the local history of Queens and surrounding counties. The Archives at Queens Public Library houses approximately 36,000 books and volumes of serials, approximately 2,500 cubic feet of manuscripts, 4,500 maps and broadsides, 105,000 photographs, 422 feet of vertical files, and 9,000 reels of microfilm. The Library's Metadata Services Division is in the process of digitizing the photographs, maps, newspapers, monographs, and other materials from these collections to make them available online for public access. These materials (over 32,000 items) are available online primarily through the library's digital archives website (www.digitalarchives.queenslibrary.org), whose backend DAMS is built in Vital (a product provided by Innovative Interfaces).

In addition, The Library co-administers the award-winning community archiving initiative, The Queens Memory Project, in collaboration with Queens College, CUNY. Queens Memory is primarily an outreach and collecting initiative that has to date collected over 900 oral history interviews and thousands of other local history artifacts from community members living across the borough of Queens. Queens Memory actively collects new submissions from staff and members of the public through online forms built in Air Table. The Library's Metadata Services Division staff process and catalog all new acquisitions and store them on the Library's preservation servers and store them along with the Library's other archival collections in Vital (a DAMS product provided by Innovative). In addition to the Library's previously cited digital archives website, audio/visual records are made available on Aviary (<https://queenslibrary.aviaryplatform.com/>) and visual artifacts are made available in curated collections on Urban Archive in projects such as the COVID-19 Project (queenslib.org/covid).

Currently, the Library hosts images, texts, and AV content on a preservation server. A rough count of current assets, number, and storage is:

- Images (typically TIF or JPG): 319,470 files at 6.25TB
- Texts (typically PDF): 4,162 at 37.71GB
- Audio and video files (typically WAV or MP4): 16,321 at 1.75TB
- Miscellaneous Files (web, exe, e-mail, system, or temp): 16,321 at 1.75TB

The Marketing Department will share "co-tenancy" in the DAMS with the Archives. The Marketing Department has about 82,000 images and/or videos (roughly 5.6TB of data). The Marketing Department captures any special events and initiatives through these mediums for both archival and promotional purposes. For example, some of these assets are shared on social media, printed in various materials, provided to the press, etc. Currently, all these assets are saved in QPL's network drive or in Marketing's google drive.

QPL Digital Archives' VITAL database (2.1TB), shared DAMS network drive (8.4TB) and the Marketing Dept network drive (5.60TB) have a combined 16.1TB of data.

The average growth rate of the combined 16.1TB is 4% or 650GB a year.

As co-tenants of the system, Marketing will have 1 heavy and 5-7 medium users. The Archives will be responsible for administering the system for the library. They will need 2-3 heavy users and 5-8 medium users.

IV. Request for Information

The following is a list of the information that the Library is requesting from experienced DAMS firms. Please provide your firm's response in the order requested.

Additionally, firms should indicate in their submission what information, if any, is proprietary and confidential. Proposers are hereby advised that the Library is subject to the New York State Freedom of Information Law ("FOIL"). Material marked "Confidential and Proprietary" will be treated as such to the extent consistent with the obligations under FOIL, other applicable law, regulation, or legal process.

1. Provide the firm's name and address. Provide a brief description of your firm and its history.
2. Provide the name, title, address, telephone, fax number, and e-mail address of the individual the Library should be in contact with in respect to your firm's submission.
3. Detail your firm's experience with DAMS. Include the names of the libraries in which your firm has installed DAMS. In addition, detail your firm's understanding of recent developments, challenges, and other aspects of these types of systems.
4. As per Attachment 1- Digital Asset Management System - Usage Scenarios, indicate if your firm would be willing to provide the Library with an interview and product demonstration. Indicate if your firm is able to provide a demonstration of usage scenarios 1, 2, 7 and 8 listed in Attachment 1- Digital Asset Management System.
5. What information do you believe the Library should know in developing its requirements for a new DAMS system?
6. Please provide information regarding the range of costs for your firm's DAMS solution, including storage.
7. Infrastructure- Please respond to the following regarding your firm's DAMS solution:
 - a. If your firm provides SaaS, describe features such as server location, data security, virtualization, backup routine, client access.

- b. What are the server specifications for local hosting? What operating systems are supported?
 - c. What are the minimum requirements for workstations (PC, tablet, etc.) and bandwidth?
 - d. Is there a software client for workstations? If so, please specify compatibility with PC, Mac, etc. Is there a web-based client?
 - e. How does the proposed hardware provide scalability? Describe the tools and mechanism by which QBPL staff can monitor and become aware of potential need for increasing resources, such as user seats or storage limits?
 - f. Describe how your system supports Virtualization and clustering for high availability.
 - g. Describe your disaster recovery plan. How does your system prevent loss of data? What is the estimated recovery time if the system had to be restored from a backup? Describe your support in an emergency situation such as system failures.
 - h. Describe the software upgrades strategy and frequency, and what method is used to upgrade the desktop client?
 - i. Describe the backup process. Is there any downtime required for the backup activities?
 - j. The Library has currently built into a Solr philosophy; describe how your system would integrate with this indexing system.
8. Firms may provide detailed information regarding their systems and attach information about their systems. (Screenshots are appreciated.)