

Request for Information

Provision of periodicals/newspapers subscriptions and a periodical portal



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Document status

This document is a Request for Information (RFI). It is not open for acceptance nor does it constitute any form of contract. This document and the responses to it are not part of a current tender procedure. However, DNB reserves the right to use the information obtained for a possible future tender procedure. Information obtained via this RFI will be treated confidentially at all times.

DNB reserves the right to ask additional questions, based on responses to the RFI.

1 Introduction

De Nederlandsche Bank N.V. ('DNB') is the central bank of the Netherlands and prudential supervisor of the financial markets. In its capacity as central bank, DNB forms part of the European System of Central Banks (ESCB). DNB has a workforce of approximately 1,600.



DNB seeks to safeguard financial stability and thus contributes to sustainable prosperity in the Netherlands. DNB primary tasks are to ensure:

- price stability and balanced macroeconomic development in Europe, together with the other central banks of the Eurosystem;
- a shock-resilient financial system;
- a secure, reliable and efficient payment system;
- a strong and sound financial institutions that meet their obligations.

More information about DNB's organisation can be found on its website: www.dnb.nl.

1.1 Background of the project/present situation

DNB's Information Services Centre provides:

- physical periodicals (professional magazines and journals) with circulation notes on each periodical;
- physical newspapers every working day, which are delivered, early in the morning, in several packages: one package for each department containing various newspapers;
- a portal with digital access to periodicals, their tables of contents and full text articles insofar as we have access; and
- e-mail notifications of new issues and of articles containing relevant/interesting key words.

DNB has subscriptions to Dutch and international periodicals and newspapers.

1.2 Desired situation

DNB is looking for/to:

- one supplier that can provide newspaper subscriptions, periodical subscriptions and a periodical portal (possibly with subcontractors);
- newspapers delivered early in the morning, in packages for each department;
- periodicals delivered in consolidation, with a circulation note attached to each item, as fast as possible after the date of publication;
- a periodical portal providing access to digital articles and/or tables of contents of both professional magazines and journals, preferably on a platform that does not require end users to log in (i.e. based on IP address);
- integrate content of periodicals into our internal search engine (Autonomy IDOL7 or Microsoft FAST) in order to combine our internal information with external information in a single searchable database.

2 Procedure

2.1 *Discontinuance clause*

DNB reserves the right, at its sole discretion, to suspend or discontinue the procedure if internal or external circumstances so require. In such an event, the interested parties will not be entitled to any compensation for expenses made or losses incurred in connection with the current procedure.

2.2 *Enquiries and questions about the RFI*

Interested parties should send an e-mail in English or Dutch in the event of any questions relating to this RFI. This should include an MS Word document containing a 3-column table: the first column should specify the number of the relevant paragraph(s) and page(s), the second column should contain the quotation from the text to which the question relates, and the third column should contain the interested parties' question(s).

Questions relating to this RFI must be sent by e-mail to aanbesteding@dnb.nl by 11.00 a.m. CET on 24 March 2014, marked for the attention of the contact stated under 2.3 below and stating 'RFI Market Consultation for the provision of periodical subscriptions, newspaper subscriptions and a journal/periodical portal [company's name]'. Questions received after this date will not be considered or answered.

Interested parties' (anonymised) questions and DNB's answers to these questions will be published in a Memorandum of Information to be sent to all bidders by 27 March 2014 and to be regarded as an integral component of this procedure.

2.3 *RFI submission*

DNB must receive an e-mail response to the RFI, including all related information and documentation, by 11.00 a.m. CET on 7 April 2014. The response to the RFI must be in MS Word format. Appendices to the RFI response, such as brochures, can be in Adobe PDF format.

The subject of the e-mail containing the response to the RFI should clearly state the name of the respondent's company and the words 'RFI Market Consultation for the provision of periodical subscriptions, newspaper subscriptions and a journal/periodical portal [company's name]'.

The response to the RFI should be addressed to:
De Nederlandsche Bank NV
Attn. Mr F. Hendriks
E-mail: aanbesteding@dnb.nl

Submitted documents must be in Dutch or in English.

3 Market consultation/Request for Information

Please limit your answers to maximum one side of A4 paper for each question. DNB prefers concise answers to the extent possible. The questions in this section are free format. DNB would like to invite interested parties to demonstrate and share their knowledge and to give advice. Please note that this will also be appreciated even if only part of the requested service can be fulfilled.

If only part of the requested service can be provided, DNB specifically invites interested parties to 1) indicate which part of the service they can provide, and 2) offer any suggestions on how the remaining part can be provided.

3.1 *Market*

1. Describe the market in which you operate.
2. What is your market revenue?
3. Who are your three main competitors?

3.2 *Company*

4. Describe your core business.
5. Describe your business model.
6. Are you an independent company or part of a group? In the case of the latter, please specify your ultimate parent company.
7. How many employees does your company have?
8. What is your company's total revenue (in euros)?
9. What percentage of the total revenue (in euros) derives from the provision of periodical subscriptions, newspaper subscriptions and/or a periodical portal?
10. What are your company's main geographical areas?
11. Specify the languages in which your company can provide information.
12. What subject fields do you focus on?
13. How many customers do you provide with periodicals and newspaper subscriptions?
14. Can you submit three references of customers we can approach for information about your company?

3.4 *Product/services*

Physical periodicals and newspapers

15. Can you deliver:
 - a. Journals: YES/NO
 - b. Dutch professional magazines: YES/NO
 - c. International professional magazines: YES/NO
 - d. Dutch weeklies: YES/NO
 - e. International weeklies: YES/NO
 - f. Dutch newspapers: YES/NO
 - g. International newspapers: YES/NO
16. How and how often do you deliver new versions of periodicals to customers? What are the possibilities?
17. What would be the minimum time between date of publication of periodicals and delivery at customers?
18. How is the administration of subscriptions and circulations arranged?

Periodicals portal

19. Describe the application in which digital content would be supplied to DNB. If possible, provide some 'screen prints'.
20. What kinds of periodicals are included in the periodical portal that can be searched, at least their tables of contents (TOC)?
21. Can DNB add periodicals and links to the periodical portal with a view to having one portal for access to all periodicals?
22. How can content be searched? Which search fields and metadata are available? Can articles be searched full text?
23. How are search results presented?
24. Can users download and print articles?
25. Can articles, selected from different searches, be combined in a results list that can be distributed?
26. Some digital periodicals are available only with access codes. Do you provide a service with which our end users can get access without using these access codes? If you provide this kind of service, how does it work?
27. Do you offer a service that periodically verifies the links for the periodicals, to check if they still work?
28. Which devices can end users use to get access to the periodicals portal?
29. Can the full-text content that you will deliver be converted for integration into our search engine (Autonomy IDOL7 or Microsoft FAST)? If so, which conditions (licences and technical requirements) will DNB need to take into account? Can you provide a case in which this was successful?
30. Where is the portal hosted?
31. Which requirements do you set for DNB's network to ensure that your system can function optimally?

Alerts

32. Describe the possibilities for DNB employees to subscribe for alerts. Make the description for two kinds of alerts: to TOCs (tables of contents of new issues) and to personal alert profiles.
33. For which kinds of periodicals can you set alerts?

Management information

34. Can you supply management information:
 - a. for each subscription, on yearly costs, with separate columns for amounts that have already been paid and amounts that still need to be paid;
 - b. for newspapers only, on the newspapers that are delivered to the homes of DNB employees; and
 - c. on user data of the portal, for instance for each periodical the total number of searches and full text views and the total number of alerts?
35. Describe how you deliver management information and how we can access it. Is the information real-time?
36. Is the information accessible in a secured environment so that only authorised DNB users can view it?

3.5 Price

37. What licence model or models does your company use?
38. How would you compare prices between suppliers for a proper evaluation? Can you give an example of a transparent price model?

3.6 *Services*

- 39. Describe your service.
- 40. Describe the actions for requests and complaints.
- 41. Describe your recall procedure for issues that are not delivered.
- 42. DNB has \pm 600 newspaper subscriptions and \pm 500 periodical subscriptions. How can DNB organise this efficiently, effectively, and in the best possible way logistically and administratively?

3.7 *Developments*

- 43. What do you think about our desired situation, described on page 4? Is this realistic? Do you have any suggestions/additions?
- 44. Which developments do you anticipate in the short and medium term in the field of periodical and newspaper subscriptions and digital access to periodicals?