

# Memorandum of Information

**Request for Information** : **Provision of periodicals/newspapers subscriptions and a periodical portal**  
**Date** : **27 March 2014**

## Introduction

Related to the Request for Information ‘Provision of periodicals/newspapers subscriptions and a periodical portal’, De Nederlandsche Bank has received the questions as mentioned in the table below. In favor of transparency and objectivity of the procedure, please find below the anonymized questions and answers to these questions. For as far this Memorandum of Information contains changes and additional information in relation to the Request for Information which has been provided earlier, the changes and additional information in this Memorandum of Information prevail.

No	Relevant paragraph(s) and page(s)	Quotation from the text to which the question relates	Question	Answer
1	3.4 – page 7 – 19	“provide some screen prints”	Answers to a maximum of one side of A4 paper. Is this including screen prints?	The maximum for the answers is without screen-prints.
2	3.6 – page 8 – 42	“600 newspaper subscriptions and 500 periodical subscriptions”	Is it possible to give the % of print and which % is an online subscription?	50 % of our periodicals are print version only. The other 50 % is divided: in 15 % online only and 35 % print and online. The subscriptions for the newspapers, have a smaller percentage of only access, this is around 6-7 %.
3	Page 6 – general instructions	Please limit your answers...	One side of A4 paper will not suffice to describe e.g. a periodicals portal or 3.7 Developments. Would you please allow more pages to answer the questions and make proper suggestions?	It is allowed to use more than one page for your answer. The maximum is five (5) A4 sheets. Please keep in mind to only give relevant information.
4	Page 6 – 3.2 question 8	8. Company’s total revenue	Do you take financial health of your new supplier into account?	DNB has not made this decision yet.
5	Page 7 – 3.5 Price	37. What license model or models does your company use?	Please explain or give examples of the type of license models you mean. License models for products such as a periodicals portal or for access to information, or else?	Meant is license models for periodicals portals, access to online content and all other subscriptions and licenses. Please mention also additional costs that DNB needs to pay, for instance for consolidation and handling.
6	Page 7 – 3.5 Price	38. How would you compare prices....	Are you referring to prices or handling fee for subscription management or a periodicals portal?	DNB would like to know what you would consider to be a fair way to compare prices of different potential suppliers.
8	Page 8 – 3.6 Services	39. Describe your service.	What service are you referring to? Subscription management, services related to the periodicals portal, or else?	All kind of services: subscription management, how your organisation handles complaints, how long it takes to handle a request, how many contact persons are available, what are the opening hours of your service desk , etcetera.
9.a	Page 8 – 3.6 Services	42. DNB has ± 600 newspaper subscriptions and ± 500 periodical subscriptions.	a. How many new subscriptions do you order on a yearly basis?	On a yearly basis, we place around 15-20 new orders for the periodicals and around 40 for the newspapers.
9.b			b. How many of your subscriptions have an electronic component or are electronic publications?	Please refer to the answer to question 2.
9.c			c. Do you have an active policy to transfer from print to electronic information as much as possible?	In general DNB prefers electronic access. For each periodical that has online access DNB will decide whether the print subscription will be kept or will be transferred to an online subscription or have both. This decision is based on costs and/or the wishes of the internal customer.
10	General		Do you value the research & development capabilities of your new vendor? (resources in staff, etc.)	Please refer to question 44 of the RFI if you would like to demonstrate your R&D capabilities.