

Serials Vendor Statement of Work
Air Force Institute of Technology
The D'Azzo Research Library
2950 Hobson Way, Bldg 642 AFIT/ENWL
WPAFB, OH 45433
FY 2010

OUR MISSION

1. Subscription services must fully support the mission of The D'Azzo Research Library at the Air Force Institute of Technology.
2. Subscriptions include institutional memberships, online services, CD-ROMs and newspapers. They support education and defense-related research in aeronautical engineering, astronautical engineering, computer engineering, electrical engineers, engineering management, environmental engineering & science, nuclear engineering and system engineering. Subscriptions are used for materials to support classroom studies as well as publication of books and articles by AFIT faculty and personnel. AFIT is a graduate school granting masters and doctoral degrees.

OVERALL REQUIREMENTS

1. The vendor shall provide 100% of the subscriptions on the attached lists.
2. The vendor shall provide all equipment, tools, materials, personnel, supervision, labor and transportation necessary to provide subscriptions to meet academic institution accreditation.
3. The vendor shall provide periodical subscriptions, both new and renewal, foreign and domestic. Approximately 570 titles are required.
4. The vendor shall provide institutional memberships, both new and renewal, foreign and domestic, for the academic library. (See attached list).
5. The vendor shall provide CD-ROM subscriptions if print or online are not available.
6. The vendor shall provide newspaper subscriptions, both new and renewal, foreign and domestic. (See attached list).

7. The vendor shall provide subscriptions in the following formats: electronic, CD-ROM, proprietary online, Internet, World Wide Web-based publications, and paper.
8. As noted in the attached lists, the vendor shall provide specialized domestic and non-domestic titles in engineering, scientific and technical specialties.
9. The vendor shall begin new periodical subscriptions with a common expiration date.
10. The vendor shall renew subscriptions with irregular renewal dates.
11. The vendor shall enter new, renewal, or transfer orders into their system within 3 days of receipt.
12. The vendor shall track expenditures on a Federal fiscal year cycle (1 Oct-30 September), or a calendar year basis.
13. The vendor shall provide forthcoming publications schedules.
14. The vendor shall provide access to the full text online journals to which the library subscribes.
15. The vendor shall provide comprehensive online and print title information with more than 200,000 main entries, including titles published outside the United States, and Library of Congress cataloging for each title by clicking on the ISSN.
16. Government has the right to request credits/adjustments for missing issues.
17. The vendor shall deliver electronic journals using our IP addresses listed in Appendix A.

SERVICES

1. This contract requires not only the ordering and supplying of the physical products but also enhanced services to handle claims, address changes, cancellations, management reports, training, financial information and publisher information.
2. The vendor shall provide training to library staff in the use of subscription software.
3. The vendor shall provide customer service via a toll-free telephone number.
4. The vendor shall generate specialized management reports to:
 - a. reflect title changes
 - b. reflect frequency changes
 - c. provide a listing of titles ordered
 - d. give invoice number

- e. show quantities of subscriptions
- f. show titles by subject codes
- g. provide historical price analyses of titles ordered, giving dollar and percentage comparisons for the past three to five years
- h. show delayed or suspended publications
- i. show title splits
- j. show merged and discontinued publications

5. The vendor shall, upon request, provide a complete list of journals provided to the library.
6. The vendor shall, upon request, provide a complete list of subscriptions to be renewed and ordered.
7. The vendor shall report on and track serial expenditures.
8. The vendor shall offer a "sample issue" program by allowing the library to sample free issues of publications before making purchasing decisions.

CLAIM SUPPORT

1. The vendor shall enter claims for missing or damaged issues into the system within 3 days of receipt.
2. The vendor shall provide "missing issue" copies and back issues of prior years or volumes.
3. The vendor shall rush claims placed by telephone within 24 hours.
4. The vendor shall handle and quickly resolve claims to the customer's satisfaction within two or three days with complete resolution.
5. The vendor shall send a copy of the original order and complete check information with every claim, to reduce publisher turnaround time and minimize requests for proof-of-payment.
6. The vendor shall provide claims statistics that show the number of claims entered and the fulfillment rate.
7. The vendor shall provide claiming support for electronic titles.

AUTOMATION SOPHISTICATION

1. The vendor's automated system shall interface with The D'Azzo Research Library's automated system, Innovative Interfaces *Millennium*, with provisions for online claiming and ordering, ability to review or modify the list the same day and with next day email confirmation that the library's transactions were received.
2. The vendor shall provide access to online subscription services electronically, including electronic mail, transmission of claims, and missing copy bank.
3. The vendor shall invoice the Department of Defense's Wide Area Work Flow (WAWF).
4. The vendor shall provide an online Claim list.
5. The vendor's staff shall be accessible via Internet email and have an on-screen email link to the customer service representative during normal business hours.
6. The vendor shall receive claims from the library's ILS via the Internet during normal business hours.
7. The vendor shall provide easy searching of its missing issue inventory with the ability to request issues online for free replacement issues, when available, from the vendor's missing issue bank during normal business hours.
8. The vendor shall provide electronic access to view information concerning the library's account and to view the history of orders, including all payments to publishers and claims.
9. The vendor shall provide electronic access to its database to search for title, identify publishers, obtain the current volume of a particular title, obtain current rate information, and determine where the title is indexed.
10. The vendor shall provide an "alert" service to indicate when new online issues have been added.
11. The vendor shall provide access to full text, abstract, and journal descriptive information searching.
12. The vendor shall have an icon in its database to indicate which titles in the database the library already has on order.
13. The vendor shall renew subscriptions online.
14. The vendor shall provide a serials title and bibliographic database with searching features using Boolean logic, natural language, subject searching, ISSN searching or title searching.
15. The vendor shall ensure that the library can access its database, using any network PC or current version of Microsoft Internet Explorer.
16. The vendor shall identify the Internet providers, routers, telnet and Web hosts, and local search services it uses.

Serials Vendor

APPENDIX A

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The Vendor shall provide through the Internet, information and service in the availability, management, licensing and registration of electronic journals. Electronic journals will be delivered to the following IP addresses:

129.92.250.39
129.92.250.41
129.92.250.42
129.92.250.46

If IP addresses are not available then user name and password with be acceptable.

Our point of contact (POC) for electronic access questions is Amy High
Ph: 937-255-6565 x4203.