

ADVANCE CONTRACT AWARD NOTICE

FOR

E-Journal subscription management service

Date issued: August 29, 2016

Solicitation Closes: September 12, 2016

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Housing Corporation*

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Purpose of an Advance Contract Award Notice (ACAN):

An ACAN allows departments and agencies to post a notice, for no less than fifteen (15) calendar days, indicating to the supplier community that it intends to award a good, service or construction contract to a pre-identified contractor.

You are hereby notified that CMHC intends to award a contract to Ebsco Canada Ltd. for the services outlined herein. Suppliers who consider themselves fully qualified and available to provide the exact services/goods described herein, may submit a Statement of Capabilities in writing to the contact person identified in this Notice on or before the closing date. The statement of capabilities must clearly demonstrate how the supplier meets the advertised requirements.

Should a Statement of Capabilities be deemed to meet the exact requirements set out in the ACAN, CMHC will proceed with a full competitive tendering process. If no Statement of Capabilities are received which meets the exact requirements set out in the ACAN on or before the closing date, CMHC will proceed with the award of a contract to the identified supplier.

Documents may be submitted in either official language of Canada.

CMHC retains the right to negotiate with suppliers on any procurement.

Closing Date and Time:

This ACAN closes at **September 12, 2016 at 2:00 EDT**. Statement of Capabilities must be received on or before this time in order to be considered.

Background:

The Canadian Housing Information Centre (CHIC) serves as the library for Canada Mortgage and Housing Corporation (CMHC), managing information resources needed to support the business and research of CMHC.

Current Requirements:

Canada Mortgage and Housing Corporation seeks to hire a subscription agent service to provide a requirement consisting of an annual list of subscriptions (Appendix A) required by its library, the Canadian Housing Information Centre, (CHIC) in addition to the following services:

(a) Title Management

- Title ordering;
- Registration and activation of subscriptions;
- Subscription renewals and/or cancellations and/or changes;
- Transition and back content management;

- A title claiming service for missing and damaged issues;
- A title administration website where CHIC staff can retrieve bibliographic records and publication information for Canadian and international titles.

In carrying out the contract:

- The successful proponent must provide timely notification of the renewal of subscriptions in the form of an annual renewal list to CMHC.
- The successful proponent must allow for the addition or deletion of titles. Any variances exceeding 20% of the originally competed Requirement will be treated as a new requirement.
- The successful proponent must accept deletions, subject to terms and conditions, at the time the annual renewal lists are submitted.
- The successful proponent must provide a website that is available 24 hours/day and 7 days/week to ensure uninterrupted access to subscriptions, save for maintenance, which must represent less than one percent(1%) downtime as averaged over the period of one year. The website must display title access details for clients.
- The successful proponent must supply access to a secure website to manage subscriptions and retrieve bibliographic and publication data for Canadian and international periodicals. The website must feature:
 1. Details about periodicals including title, frequency, format, publisher, ISSN, MARC record information, volume/issue, cost, licensing, indexing, and availability.
 2. Capability to search for periodicals by title or ISSN.
 3. Capability to claim missing issues.
 4. Capability to generate customized reports to assist authorized users in the administration of the periodical collection; ex., title list, claim history, or serials changes and updates.
 5. Access to the site 24 hours/day and 7 days/week. Each Authorized User must receive a unique username/password

(b) Delivery of titles

- A secure website for access to electronic titles;
- URL monitoring/management;
- Timely delivery of materials and documentation in physical form;
- Delivery address management tools which include facilities for the management of both Internet (IP) address ranges and postal addresses.

In carrying out the contract:

1. The successful proponent must be able to provide at least 95% of the Licensed Materials for the duration of the contract. “Licensed Material” means all data, journals, publications and related documentation produced or existing in electronic form, physical form or both. “Documentation means all of the manuals, handbooks, user guides and other human-readable material to be provided by the successful proponent to CMHC

for use with the licensed material whether that material is to be provided in printed form or on media. The successful proponent must order and pay the publisher, and claim on behalf of CMHC any missed issues of the titles listed.

2. The successful proponent must facilitate access to the resources listed in the requirement.
3. The successful proponent must provide registration instructions for electronic journals and supply durable URLs.
4. The successful proponent must provide an IP authenticated web-based locator tool that provides a single access point for all of the library's clients, to all electronic information resources subscribed to by the Canadian Housing Information Centre. This is to include the electronic content managed by the proponent, in addition to electronic content available to the Centre's clients through these additional sources: full text collections from any publisher; full text databases; full text electronic journals; print only journals; Open Access linking to titles to which the Centre does not subscribe; and free Internet titles.
5. The successful proponent's website must support full text content, if the successful proponent cannot host full text content on the site, they must supply a link from this site out to where patrons can retrieve full text content

(c) Invoicing and payment

- Title level invoicing;
- Verification of publisher invoices for accuracy;
- Re-imburement claims to publishers for discontinuations and delays;
- Payment or pre-payment of publishers.

In carrying out the contract:

- The successful proponent must provide CMHC with an annual consolidated statement that shows: title, number of copies, format, ISSN, frequency, volume/issue, start/expiry date, publisher, price, and exchange rate used to convert foreign currencies into Canadian dollars.
- The successful proponent must allow for a variance of the value of the contract not exceeding 20% (+/-) of the requirement as warranted by operational requirements.

(d) Client Service

The successful proponent:

1. Must be capable of customer service support to CMHC in the form of a single point of contact to handle all orders, claims, and queries. It must be available by telephone and email. All inquiries must be addressed within 3 business days.
2. Must be able to provide continuity of service for each renewal year of the contract.
3. Must provide technical support for all aspects of the online components of the contract by telephone and email within 3 business days of the initial inquiry.

(e) Strategic Information

- Management reports including but not limited to duplications, renewals, annual costs, usage tracking;
- Cost per title analysis;
- Up-to-date maintenance of publisher offerings.

Contract Duration:

This contract is expected to begin on November 1, 2016 up to and including October 31, 2017, with an option to renew the contract for 2 one-year periods. The value of this service contract is expected to range from \$96,000.00 to \$289,500.00 inclusive of all applicable taxes.

Justification For Sole Sourcing:

It is the intent of CMHC to contract with Ebsco Canada, Ltd, Markham, ON for the work outlined above due to the belief that this is the only service supplier operating in Canada capable of providing the requirement.

Appendix A

| Titles | Format | IP access | Quantity |
|---|---------------|------------------|-----------------|
| BENEFITS AND PENSIONS MONITOR | Print | | 1 |
| BUILT ENVIRONMENT CANADIAN EMPLOYMENT LAW TODAY | Online | IP | 1 |
| CANADIAN HR REPORTER | Print | | 1 |
| CANADIAN PUBLIC POLICY = ANALYSE DE POLITIQUES | Print | | 1 |
| ECOHOUSE CANADA /FOR US | Online | IP | 1 |
| ECONOMIST /FOR CANADA/ /FOR ELLIOTT WAVE | Print | | 1 |
| FINANCIAL | Email | | 1 |
| FINE HOMEBUILDING | Print | | 1 |
| GBEZINE | Online | IP | 1 |
| GRANTS INTEREST RATE OBSERVER | Online | | 3 |
| HOME ENERGY HOUSING CARE AND SUPPORT | Online | IP | 1 |
| HOUSING POLICY DEBATE | Online | IP | 1 |
| HOUSING AND SOCIETY | Online | IP | 1 |
| HOUSING STUDIES INDOOR AND BUILT ENVIRONMENT | Online | IP | 1 |

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|---|---------------------------|----|---|
| INTERNATIONAL JOURNAL OF HOUSING POLICY | Online | IP | 1 |
| INSIDE FHA/VA LENDING | Print and Online (1 user) | | 1 |
| INSIDE GSEs | Print and Online (1 user) | | 1 |
| INSIDE MBS & ABS | Print and Online (1 user) | | 1 |
| INSIDE MORTGAGE FINANCE | Online | | 6 |
| INSIDE NONCONFORMING MARKETS | Print and Online (1 user) | | 1 |
| INTERNATIONAL J. FOR HOUSING SCIENCE & ITS APPLICATIONS | Print | | 1 |
| INTERNATIONAL JOURNAL OF URBAN & REGIONAL RESEARCH | Online | IP | 1 |
| JOURNAL OF DERIVATIVES | Online | IP | 1 |
| JOURNAL OF FINANCE | Online | IP | 1 |
| JOURNAL OF FIXED INCOME | Online | IP | 1 |
| JOURNAL OF GREEN BUILDING | Online | IP | 1 |
| JOURNAL OF HOUSING AND THE BUILT ENVIRONMENT | Online | IP | 1 |
| JOURNAL OF HOUSING FOR THE ELDERLY | Print and Online | IP | 1 |
| JOURNAL OF LIGHT CONSTRUCTION | Print | | 1 |
| JOURNAL OF MONEY CREDIT AND BANKING | Online | IP | 1 |
| JOURNAL OF REAL ESTATE FINANCE & ECONOMICS | Online | IP | 1 |
| JOURNAL OF RISK MANAGEMENT IN FINANCIAL INSTITUTIONS | Online | IP | 1 |
| JOURNAL OF STRUCTURED FINANCE | Online | IP | 1 |
| LOBBY MONITOR | Email | | 1 |
| LA MAISON DU 21E SIECLE | Print | | 1 |
| OPEN HOUSE INTERNATIONAL | Online | IP | 1 |
| REAL ESTATE ECONOMICS | Online | IP | 1 |
| RISK.NET ONLINE JOURNALS | Online | | 3 |
| RISK MANAGEMENT | Print + Email | | 1 |
| SOLPLAN REVIEW | Print | | 1 |
| URBAN POLICY & RESEARCH | Online | IP | 1 |
| WHATS WORKING IN HUMAN RESOURCES | Print | | 1 |