



**National
Music
Centre**

**Centre
National
de Musique**

Request For Proposals

Collections Management System

NMC RFP CMS01-01

National Music Centre
Calgary, Alberta

RFP Date of Issue: **October 10, 2014**
RFP Closing Date: **November 14, 12:00 MST**

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1.0 Introduction

Eligible proponents are invited to submit proposals for the provision of the services as specified in this RFP. This RFP will be conducted with the objective of maximizing the benefit to the National Music Centre (NMC), while offering proponents a fair and equitable opportunity to participate.

Eligible proponents are advised to pay careful attention to the wording used throughout this RFP. Failure to satisfy any term or condition of this RFP may result in an unacceptable proposal.

Eligible proponents are deemed to have accepted the RFP Administration Terms and Conditions by submitting a proposal.

For more information on this Request For Proposals – Collections Management System and access to the complete collection of RFP documents, including all of the Appendices, please contact the NMC's Contracting Manager at rfp.response@nmc.ca

1.1 About the National Music Centre

The National Music Centre gives Canada a place that amplifies the love, the sharing, and the understanding of music. Its vision is to become a national catalyst for discovery, innovation, and renewal through music. NMC is home to the histories and memories of music in Canada, with a growing collection of unique and iconic musical instruments and sound equipment.

Designed by Allied Works Architecture, the new National Music Centre will be a 160,000 square-foot, architecturally stunning destination in the heart of Calgary's East Village. Located at the corner of 9th Avenue SE and 4th Street SE, it will be an iconic structure that is expected to attract 150,000 visitors annually. The state-of-the-art building will use the latest best practices in exhibitions design and public programming. It will resonate with the community by way of expanded programming, including education, performance, entertainment, recording, artist incubation, and community building collaborations—both in Calgary and across the country.

The building will also incorporate NMC's largest artifact, the iconic King Eddy Hotel, its famous bar and soon-to-be restored neon sign (the reconstructed building is being completely renovated and will meet modern standards), as well as permanent exhibitions galleries (known as stages), business offices, classrooms, conference rooms, and other spaces.

Across our nation, the soundtrack of Canadian culture plays daily. It connects us, creates links to our past, engages us in the moment, and awakens inspiration for the future. Music in Canada will now have a place to call home—the National Music Centre.

Visit www.nmc.ca/media for more information about the new building.

1.2 NMC Experience

For the first time, the spectrum of Canada’s enduring musical narrative will be combined with collections, programs, and inspiring spaces—allowing all of us to remember, explore, create, and celebrate the story of our music as one we wrote together.

NMC Visitor Experience

The NMC visitor experience is inspired by the music festival experience, where visitors will be drawn from stage to stage by sound and light pouring from every room. The over-arching exhibitions narrative will be driven by key themes—rather than chronology, geography or genre—creating surprising juxtapositions, and leading visitors to unsuspected and unexpected ideas, performers, and performances—which explore the story of music in Canada.

Collections

NMC’s historic music collections serve as a foundation for documenting music in Canada, developing public education programs, presenting performances, supporting the development of new music, and fostering partnerships across the Canadian musical spectrum. NMC’s goal is to build a definitive collection of musical instruments and archival materials that tells the stories of music in Canada’s various regions, cultures, and about celebrated Canadian icons and technology. NMC’s unique “living collection” approach carefully balances preservation of collection artifacts with responsible artifact access through artist residencies and public demonstrations.

Programming

Programming at NMC is innovative, diverse, inclusive, and collaborative. NMC reaches music lovers through programs and exhibitions, including a wide demographic of people from elementary school children to professional musicians. NMC delivers programming in four streams: education, exhibitions, incubation, and performance. These streams are designed to:

- Provide original and inspiring experiences for all ages and tastes
- Showcase NMC’s exceptional collection of musical instruments and sound equipment
- Draw on NMC’s rich partnerships, at the regional, national and international levels
- Provide one-of-a-kind creative opportunities for musicians, researchers and technicians through artist-in-residence programs

Exhibitions

The interactive exhibitions are designed to engage and enhance the visitor experience. Everything is designed to encourage visitors to contribute and connect. Curiosity will drive visitors to explore the building as they are attracted by sounds coming from the exhibition stages.

The values of NMC’s visitor experience are:

- **Informal.** NMC is comfortable and welcoming. Programming embraces spontaneity, opportunity, and self-directed learning.
- **Interactive.** NMC encourages visitors to play with sound and create music, to connect with

each other, to contribute to the story of music in Canada.

- **Individual.** Programming is flexible and accommodating of each individual’s physical, emotional, and intellectual level. NMC aims to create genuine points of access and connection, and to foster thinking and creativity.
- **Immersive.** Visitors are absorbed by the activities and learning experiences being offered.
- **Inspirational.** Visitors leave with more questions than when they arrived and feel inspired to learn, create and explore music.
- **Innovative.** NMC will deliver unique experiences through progressive methods of delivery to ensure all visitors are engaged.

1.3 About the New National Music Centre Building

At the gateway to Calgary’s East Village, the new National Music Centre will be home to the country’s most comprehensive collection of musical instruments and sound equipment, and exhibitions about music in Canada including the Canadian Music Hall of Fame and the Canadian Country Music Hall of Fame Collection.

Special Features

- Incorporation of the famed King Eddy Hotel as a live music venue
- Rolling Stones mobile recording studio
- Radio station
- 300-seat performance space
- Recording and practice facilities
- Classrooms
- Distance learning studio
- Café and retail space
- Temporary exhibition space

The Design

The overall concept for the building is that of a musical instrument; the exterior will be reminiscent of instrument cases, while interior flow will be inspired by rhythm and acoustics. The inspiration for the building was drawn from Canada’s iconic landscapes—from the cadence of waves to the lullaby of lakeshores, from the silence of the prairies to the echo of the arctic, and the energy and diversity of Canada’s urban spaces.

The building pays homage to Canadian landscapes with a series of “resonant vessels” informed by the crags and canyons of the Rocky Mountains, the hoodoos of Southern Alberta, and the vast openness of the prairies creating spaces that will resonate with the sounds of NMC’s dynamic programming offerings.

More Information

For more information on events, programs, and the future of NMC please visit: nmc.ca



For more NMC images, please visit: nmc.ca/media

2.0 NMC Requirements

NMC needs a comprehensive Collections Management System (CMS) that is capable of physical asset management, digital asset management, and the capacity to enable easy secondary use of collections assets in marketing, exhibitions, programs, and web content.

NMC's collection is at the heart of all NMC activities and collection assets are used by the program team (exhibitions, artist residencies, education, etc.), and by our marketing team (web development, publicity, etc.). NMC believes in making as much use as possible of a collection asset across many disciplines and departments.

It is also important to NMC that this system be cost effective. NMC intends to work with a provider that has extensive experience in the museum and cultural heritage sector.

2.1 Physical Asset Management

NMC needs a CMS that provides standard collections management functions for our physical assets. Today, NMC's collection consists of about 2,000 objects that are defined into two categories:

1. **Static:** Physical objects that are exhibited for display purposes only
2. **Living:** Musical instruments and equipment used to create new music and other content

Static and Living objects are then organized into two collection streams:

- **Musical instruments/ equipment:** This comprises all objects (currently from the year 1560 to the present) used to create, record and share music, including: musical instruments (pianos, harpsichords, guitars, synthesizers, etc.), mixing consoles, microphones, radios, phonographs, amplifiers, record players and so on.
- **Archival materials:** This includes all primary source material related to the collection, such as: musical instrument patents, photographs, recordings, sheet music, oral histories, posters, personal items, stage costumes and so on, belonging to recognized musicians, record labels, club owners, promoters, broadcasters, recording studio owners/operators, producers, record store owners, record company executives, orchestras, instrument makers, collectors and pioneers in music and so on.

2.2 Digital Asset Management (DAM)

NMC's current collection includes the following primary digital source material and object metadata:

- Oral histories, both as high resolution audio and video files
- Audio recordings of NMC's historic musical instruments and sound equipment being used by artists
- Digital images and videos of artists using NMC's historic musical instruments and sound equipment
- Digital images of NMC's static collections / archival materials

- Digital images of collections being preserved
- Digital records for each collections object

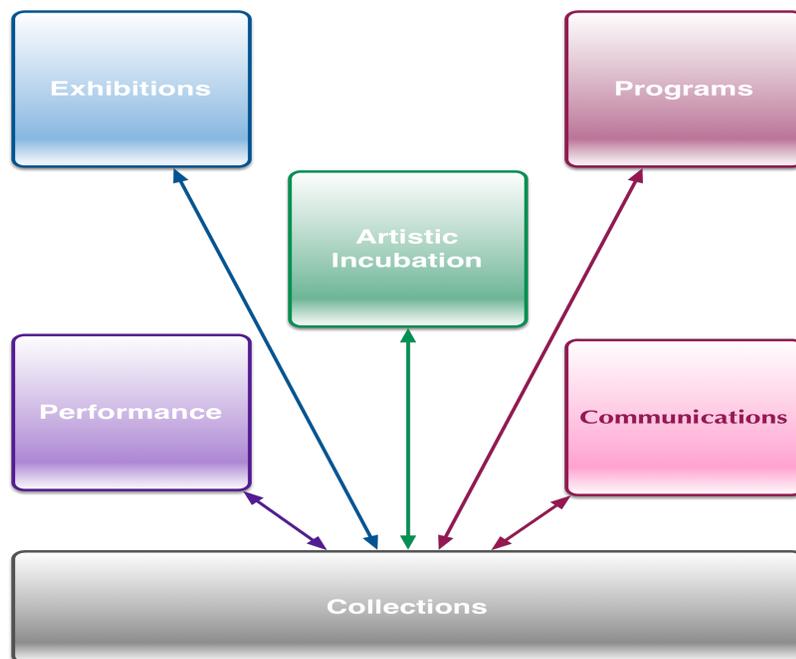
2.3 Secondary Use of Digital Collections Assets

NMC’s digital strategy is aimed at establishing NMC as a nationally recognized cultural brand, and a go-to source for information about music in Canada. The collection itself will be searchable online, but further, the digital assets generated by the collection will be used by many NMC’s departments and across multiple platforms.

NMC wants a Collections Management System (CMS) that enables the following uses of the digital assets in the collection:

- Integration with NMC’s technology system, including the public website built on WordPress, so that the public can search and learn about the collection, and hear samples of the instruments played. Here the CMS web-publishing component should follow industry standards such as HTML5, CSS and responsive design principles for publishing to mobile devices.
- Customization, including user-defined fields and comprehensive taxonomies
- Facilitation of internal search such that other departments (marketing, exhibitions) can find assets and use them in their work

The graphic below demonstrates how NMC sees digital collections assets serving at the root of NMC program activities. Collections are both a source and a destination for the information gathering and exchange.



3.0 CMS Features

Organizationally, NMC's CMS will be a primary tool for physical and digital asset management. It should have standard collections management functions, as well as the ability to create customizable fields and to integrate with NMC's web platform and other technology systems.

3.1 Standard Functions

NMC requires a CMS that can perform standard collections management functions, including (but not limited to) the following:

- Object-specific activities for data entry
- Cataloguing
- Data queries
- Accessioning
- Location recording
- Inventory
- Loans
- Handling
- Provenance
- Conservation condition reports
- Treatment records
- Maintenance records
- Authority controls
- Nomenclature
- Insurance
- Deaccession/disposal
- Rights management

3.2 Customizable Fields

NMC wants the ability to create custom fields, such as the following:

- Primary use: When and how was this artifact first used?
- Secondary use: Was there a resurgence in use/popularity of the artifact? How often is the artifact being used?
- Technological significance: What innovations led to the creation of the artifact? How has it influenced future innovations? How does it fit into the evolution of musical technology? What differentiates it from similar artifacts?
- Cultural significance: What makes the artifact significant for social or cultural reasons? What was its impact on popular culture?
- NMC context: Why is this artifact at NMC? What does NMC use it for? How does it fit into its associated exhibition space?
- Users/Performers: Names of people who have recorded or performed with the artifact.

- In the news: Any media coverage related directly to NMC’s artifacts.
- References/Sources: A list of print and online sources used for the research of this content, as well as sources that mention the artifact but were not used for research purposes.

3.3 Integration

The CMS will need to be integrated into the NMC technology infrastructure, including the website and other databases. The CMS should also be adaptable to changing technology advances, transferable to new systems as technology changes and evolves.

3.4 CMS Taxonomy

Every artifact in NMC’s collection is tagged as relating to one (or more) of the four key story streams identified in NMC’s collection policy and plan. These story relationships are substantiated by documentation in the object files. These four streams are as follows:

- Across five distinct regions: Atlantic Canada, Quebec, Ontario, the West, and the North
- About Canada’s diverse cultures
- About recognized Canadian icons – both people and objects
- About the evolution of music technology over time, and around the world

In addition to the four key story streams, NMC wants to connect artifacts with common search terms, particularly if the artifact is connected to a person, place, activity or event. The use of controlled vocabularies and formal classification schemas is a firm requirement.

3.5 Data Storage

The current data storage requirements are minimal, however, as the collection grows, the growth in audio, video and image files will be exponential. NMC anticipates the use of both local storage, for primary source high-resolution video, audio and images, as well as cloud storage for digital media. At this point, total data storage needs are an estimate but could grow by 10 to 100 terabytes per year. It is important that the CMS have the capacity for growth.

3.6 Best Practices

NMC prefers a system that is compliant with recognized museum best practices: SPECTRUM and CIDOC. Industry standards such as Dublin Core, Open Archives Initiative (OAI) and Adobe XMP should be considered core components of the CMS. See definitions and URLs below.

4.0 Definitions

- **Collections Trust – Spectrum:** An open and freely available collections management standard. It is recognized nationally and internationally, as the primary specification for collections management activity in museums.
<http://www.collectionstrust.org.uk/spectrum/spectrum-digital-asset-management>
- **Canadian Heritage Information Network (CHIN):** Enables museums and other heritage institutions to connect with each other and their audiences through digital technologies. CHIN offers professional development products and services as well as collections management resources and expertise for the heritage sector.
<http://www.rcip-chin.gc.ca/index-eng.jsp>
- **CIDOC Conceptual Reference Model (CRM):** Provides definitions and a formal structure for describing the implicit and explicit concepts and relationships used in cultural heritage documentation.
<http://www.cidoc-crm.org/index.html>
- **Dublin Core Metadata Initiative:** Develops and maintains specifications in support of resource description.
<http://dublincore.org>
- **Open Archives Initiative:** Develops and promotes interoperability standards that aim to facilitate the efficient dissemination of content.
<http://www.openarchives.org>
- **Adobe Extensible Markup Platform (XMP):** Is a labeling technology that allows you to embed data about a file (metadata), into the file itself. With XMP, desktop applications and back-end publishing systems gain a common method for capturing, sharing, and leveraging this valuable metadata — opening the door for more efficient job processing, workflow automation, and rights management, among many other possibilities.
<https://www.adobe.com/products/xmp/>

5.0 Proposal Content

Interested proponents must provide a proposal that comprises the following information:

Company Synopsis

Provide a company synopsis, which includes the following:

- Legal corporate/business name, and description of the type of ownership
- Business address, including location, phone/fax, and website
- Contact information for your representative with respect to this submission (name, title, phone and email)
- An overview and history of your business

Product Information

Provide the following product information:

- Description of the Collections Management System, including hosting and deployment options
- Description of digital asset management capabilities
- Description of web publishing capabilities
- Description of product support and training
- Schedule of costs for different system implementations, including any on-going support and/or licensing fees, and any fees for migrating from other systems (NMC currently uses PastPerfect)

NMC Questions

Please respond to the following questions in your submission:

- What is your licensing model?
- What is the process for migrating NMC's current datasets to your system? What is NMC's scope of responsibility in this process?
- Are there add-on modules that can be purchased later?
- How flexible is your system in terms of adding new features?
- What is your general approach for software integration and communication with other systems?
- How frequently is your software updated?
- What was the date of your last major upgrade?

References

Describe the deployment of your system at two institutions that are similar in scope to NMC. Please provide contact information for each institutional reference.

Additional Information

Please provide any additional information you feel is relevant to the proposal, including, but not limited to, customer testimonials or other information that contributes to the demonstration of your qualifications, experience, capabilities and resources that will meet the requirements as stated in this RFP.

6.0 RFP Response Process

6.1 RFP Response Schedule

The RFP schedule is as follows:

- RFP posted on: October 10, 2014
- RFP closing date: November 14, 2014
- Interviews: November 28, 2014
- Selection of proponent: January 9, 2014

6.2 Evaluation Process and Criteria

Once proposals are received, those which meet the terms and conditions set out in this RFP will be reviewed on the basis of the evaluation criteria listed below.

Requirements	Weight	Score
Financial	40	
Understanding	15	
Architecture	15	
Experience	10	
Related Projects	10	
References	10	
TOTAL (out of 100)		

Proposals will be evaluated and scored based on quality of response to the requirements of this RFP. Once a shortlist has been generated, selected proponents will be asked to present their proposal to NMC.

Category	Weight	Score
Presentation	40	
TOTAL (out of 140)		

Final selection of the preferred proponent will be based on the combined score from requirements and presentation.

6.3 Proponent Questions

All questions and any form of communications with NMC regarding the RFP must be in writing and only be directed to the Contracting Manager at rfp.response@nmc.ca. NMC is not responsible or liable for statements or representations made by any other persons in relation to this RFP and may disqualify any proponent who fails to comply with this provision.

6.4 Proposal Submission

Responses to this invitation to tender must be returned to National Music Centre by **12:00 hours MST November 14, 2014** to:

NMC Collections Management System RFP
c/o National Music Centre
134 11 Avenue SE
Calgary, Alberta, Canada T2G 0X5

Proponents shall submit:

- Five (5) five hard copies and one (1) electronic copy of the bid documentation (either on CD or data key). This must include the financial proposal.

6.5 Confidentiality

All submissions will be treated as confidential between NMC and each participant. NMC will not disclose their contents to other participants or the general public. NMC reserves the right to discuss submissions with its consultants and related parties.