

Contract Negotiations – RAILS – March 15, 2018

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PURPOSE

- Get what you want for your end users
- Receive a fair deal
- Save money
- Reach a win/win outcome

PLANNING & INFO GATHERING

- What do we want?
- What else can do this?
- What are others getting?
- Where can we find savings?

TRIALS AND ASSESSMENTS

- Develop a timeline
- Assemble a testing group
- Create criteria
- Analyze responses

SOME SAMPLE CRITERIA FOR RATING

Relevance

- To your patrons
- Age group
- Curriculum
- Business community
- To your staff

Ease of Use

- Online help
- Printing
- Marking
- Downloading
- Citing
- Emailing

Search Functionality

- Advanced
- Truncation
- Wild Cards
- Other ways to refine
- Sorting results

Quality

- Usefulness
- Uniqueness
- Age of content/Updates
- Comprehensiveness

PROPOSALS

- Unless an RFP, these are internal
- Use your planning data to focus you
- Use trial data collected to guide you
- Spell out key demands

MEETING VENDORS

- Present a clear outline of expectations
- Schedule multiple vendors in quick succession
- Bring questions and present findings

VENDOR RELATIONS

- Speak to them quarterly
- Respond to their emails monthly
- Visit them at conference exhibit halls
- Expect turnover
- Be honest
- Make clear demands

NEGOTIATIONS

- Ask for more
- Be firm
- Question large packages
- Share best offers
- Be prepared to walk away

Usage Issues to Address

- Unrestricted Use
- Number of Seats
- Number of Downloads
- Remote Access

Vendor Responsibilities to Address

- Training
- PR & Marketing
- End-user help
- Statistics
- Swag

USE YOUR POWER

- Duration of Contract
- Nature of Training
- Number of Modules
- Auto-generated Statistics
- Amend Licenses
- Walk Away

FINAL RECOMMENDATIONS

- Harmonize
- Mid-year or Third Quarter renewal
- Multi-year deal
- Start prepping for next round as soon as the contracts are signed
- Appoint one lead negotiator
- Try-It! Illinois: <http://www.finditillinois.org/tryit/>