**International Development Finance Corporation (DFC)**

**Request for Information (RFI) for Small Business Library Services Personnel**

**General Information:**

Document Type: Request for Information

RFI Number: DFC RFI 0001-20

Posted Date: 20 February 2020

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NAICS Code: 561320

GSA Schedule: 736

**I. Description / Purpose:**

1. DFC seeks to identify sources of Library Services Personnel registered in the SBA repository (https://certify.sba.gov).

2. DFC is issuing this RFI for market research purposes only. There are no solicitations currently

open for any Library Services Personnel.

3. This SSS is for Small Business or variants of Small Business (e.g., EDWOSB, 8(a) WOSB) only. Large businesses are not invited to respond. Responses from any business not registered in the SBA SB online repository will be discarded.

**II. White Paper Content**: Interested industry respondents are requested to provide a White Paper that explains their capabilities to provide the following:

The US Development Finance Corporation (DFC), an agency of the U.S. Federal Government, seeks **on-site** contractual assistance in performing the selected technical service and reference functions of the DFC Information Center (IC/Library).

DFC is looking to fulfill two **on-site, full-time** Information Center positions.

1. Reference Librarian (II) with a focus on business and industry research.
2. Library Technician (II) focusing on library backroom operations.

The two positions listed above must be able to perform the functions below.

**Reference/Research/Client Outreach Responsibilities**

* Provides reference/research services to support OPIC’s programs in the areas of international business/industry, finance, economics, environmental issues, foreign direct investment, renewable energy and law to OPIC staff.
* Works on research of an advanced nature that necessitate going beyond the normal print/electronic resources in order to provide detailed responses.
* Provides Character Reference Due Diligence (CRDD) research for OPIC projects. CRDD research is a primary component of the job.
* RL/T is responsible for completing all CRDD and research request in a timely manner. The time frame for each request will depend on the complexity of the actual request.
* RL/T is responsible for responding back to all CRDD and research request in a professional manner and taking into account the sensitive nature of the information they are transmitting to the client.
* Provides instructional support to OPIC’s internal client base including the use of the IC’s electronic resources.
* Participates in IC’s outreach /marketing programs
* Responsible for the creation, distribution and management of selected news alerts.
* Works on special projects within the scope of their duties at the request of the IC Manager/COR.
* Participates in trials of potential new online information services and products as assigned by the IC Manager/COR.
* Supports the Information Center’s SharePoint based Intranet page by updating the Feature of the Week on a rotating basis and other web page related tasks as assigned by the IC Manager/COR.
* Coordinates their reference work with the Business & Industries/Reference Librarian (BI/RL) who is responsible for monitoring the reference request workflow in the IC.
* On a temporary basis supports the essential duties of absent staff members including those of the contract Library Technician (LT/C).

**Knowledge/Skills Required**

* Professional knowledge of the theories, concepts, principles and techniques of librarianship in order to provide effective reference support.
* Solid foundation in basic principles of research combining electronic and print resources to provide both quick solutions and in-depth research.
* Ability to identify or devise unorthodox and creative research approaches to respond to OPIC project related requests.
* Knowledge of international business or related topics such as company intelligence, finance, economics, industry sectors and environmental issues.
* Proficient with a variety of generalized and specialized electronic information systems -including LexisNexis and Factiva (command versions preferred).
* Proficiency and practical experience using Microsoft Office Suite especially Word, Excel and Outlook.
* Proficiency with general Internet search techniques.
* Must be open to taking direction and able to follow established policies/procedures.
* Experienced in prioritizing projects, meeting deadlines and contributing effectively within a small group environment.
* Responses to client requests will be organized, concise and will highlight key issues/data.
* Must be team oriented with excellent interpersonal communications skills to establish and maintain cooperative working relationships within the library and with library clientele.
* Ability to work in a fast-paced, information intense environment where attention to detail is critical to the successful completion of the Agency’s mission.

**Reference Librarian/Contractor – Vendor’s Onsite Representative**

* The RL/C monitors the LT/C to ensure the LT/C is on task, working productively/efficiently during duty hours, and watches for any developing problems. When needed, the RL/C can consult with the TS/RL on points of technical service task implementation.
* The RL/C assesses and reviews the LT/C’s work to ensure effectiveness, completeness, quality, and adherence to established IC standards and procedures. Documents performance observations with specific examples. When needed the RL/C will consult with the TS/RL on points of technical service task implementation.
* Effectively handles any work-related problems or issues with the LT/C by taking prompt corrective action, discussing issues with LT/C and recommending methods or solutions to assist subordinates in overcoming performance/conduct problems/issues. Monitors effectiveness of corrective actions.
* Consults with the TS/RL on a regular basis to insure that Information Center technical service policies and procedures are being implemented and adhered to by the LT/C.
* Reporting:
  + Meets with the IC Manager/COR on a monthly basis to provide progress reports.
  + Reports to the IC Manager/COR and the TS/RL within **24 hours** any problems/ issues with the LT/C’s work/ conduct. Discusses the steps taken to correct the problem or resolve the issue.
  + Reports to the IC Manager/COR and the TS/RL on the effectiveness of any corrective actions that have been taken. The IC Manager/COR and the RL/C will determine the frequency of these reports.

**Reference Librarian Attendance/Leave:**

* The RL/C will begin their tour of duty at the specified time.
* If due to unforeseen circumstances the RL/C will be late by more than 15 minutes, the RL/C will inform the IC Manager/COR by phone/email.
* The RL/C will notify the IC Manager/COR no later than 8:00AM if due to unforeseen circumstance or sudden Illness he/she will be absent from work on a particular day.
* To insure adequate staffing of the IC each business day the RL/C coordinates their leave keeping in mind the Information Center’s master leave schedule. The RL/C will inform the IC Manager/COR as soon as possible of any planned leave.

**Reference Librarian - Statistics**

The RL/C will maintain **accurate and up-to-date statistics** including:

* Daily/weekly/monthly statistics log covering all reference support activities.
* Statistical reports will be submitted on a regular basis to the IC Manager/COR.
* Works with other IC staff to maintain the master IC logs – Reference, CRDD and Working Capital.

**Information Center (IC) Policies/Procedures**

IC policies, procedures, instructions and standards for all tasks assigned to the RL/C must be followed by the RL/C. No deviations are permitted without prior discussion with and sign-off by the IC Manager/COR.

**LIBRARY TECHNICIAN: TASKS AND RESPONSIBILITIES**

The Contractor will provide a Level II Library Technician (LT) who, under the supervision of the RL/C, will perform the tasks and functions outlined below.

**Inter-Library Loan (ILL)**

Following **established IC procedures** and using OCLC and other means when necessary the LT is responsible for all interlibrary loan services. In this capacity the LT/C:

* Responds to ILL requests from outside libraries within **two business (2)** days of receipt of the request.
* Borrows materials not available in the OPIC collection from other libraries at the request of OPIC staff. OPIC ILL requests will be initiated **within 24 hours** of receipt or as soon as possible in RUSH cases.
* Maintains accurate and up-to-date print and electronic records of materials borrowed and lent through the ILL process.
* Monitors loaned and borrowed items to insure timely return to the lending library or to the DFC IC.
* Processes all items for loan and all items to be returned.
* Sends reproduced articles instead of loans whenever possible under provisions of the copyright law.
* Ensures that DFC receives an accurate and complete ILL form from the borrowing library prior to releasing the item for loan.
* Checks incoming and outgoing ILL materials to ensure correct item is being sent/returned and that the items is complete and undamaged.
* Quickly and accurately verifies citations using electronic resources.

**Serials Control**

Newspapers, periodicals, annual volumes and supplements are checked in via the integrated library system’s serials control module.

The LT is responsible for all serials control functions.

* Sets up and maintains complete, accurate online records in the online serials module for periodicals and serial publications.
* Responsible for identifying changes in the serials such as title changes, frequency changes, deviation in number of copies etc. Adjust patterns to account for combined issues and irregularities as necessary.
* Accurately (no errors) checks-in all serially received materials within **one (1)** **day** of receipt. Materials must be properly marked and date-stamped.
* Processes claims for all missing, delayed, incorrect or defective issues. Continues to follow up on a regular basis all claim until the issues are resolved.
* Monitors serial check-in records and the serials claims report every **two (2)** **weeks** to determine if there are any missing serial issues or if there are any delivery problems that have not been noticed during normal check-in.
* On a regular basis the LT/C will review serial issues and claim issues/progress with the IC Manager/COR and the TL/RL.
* Maintains/updates the master periodicals list to insure the list is complete and reflects all current data about the periodical collection.
* Weeds and shifts back issues of serials as needed and in accordance with IC policy.

**Periodical and Newspaper Routing**

The LT is responsible for all IC periodical routing activities:

* Maintains a current, accurate routing list for each publication routed.
  + Makes changes to the routing lists within **one (1) day** of receipt of the change request.
  + Ensures that all preprinted routing slips reflect the change(s).
  + On the routing slip groups individuals by department giving priority to the highest-ranking staff member.
* Routes print periodicals within **one (1) day** of receipt and check-in.
* Scans or locates an electronic copy of the table of contents pages for those titles where the main copy is not routed. TOC pages will be routed within **one (1) day** of receipt and check-in.
* Maintains electronic distribution lists for electronic journals that are routed via email. E-journals will be routed the **same day** they are checked-in.
* Process and shelves all returned periodicals.
* Monitors the routing process to determine 1) increased demand for a particular title, 2) titles that are not moving through the routing list in a timely manner and 3) other issues with routed materials. Alerts the IC Manager/COR to these issues in a timely manner.
* Responsible for the distribution of daily newspapers within OPIC.
  + Newspapers are picked up from the lobby of 1100 New York Ave by **8:15AM** each business day.
  + Sorts the papers according to IC procedures and delivers the papers to the Mailroom or the appropriate department by **8:30AM.**
  + Responsible for claiming all missing papers by **8:30 AM** each day.
  + Maintains an Excel spread sheet for missing papers and redelivery on a daily basis. Notifies the IC Manager/COR or TS/RL by **9:00AM** each day if papers are missing and again when the papers are redelivered.
  + Identifies any trends with newspaper delivery that indicate a problem or potential problem. Alerts the IC Manager/COR to these issues in a timely manner.

**Circulation**

The LT/C is responsible for all circulation functions:

* Enters items borrowed by patrons into the circulation system within one (1) day of check out.
* Accurately and efficiently checks-in and clears loan records in the circulation system for all materials returned to the library within one (1) day of return. Checks that all items have been returned. Updates records correctly (less than 1% error).
* Files circulation checkout cards correctly (less than 1% error) according to library’s established specifications. Cards shall be filed on same day the item is checked out on system.
* Creates and maintains complete, accurate patron records for eligible borrowers.
* Patron exit procedures handled by the LT/C:
  + Identifies items held by the patron and creates a list of the items. List must be created within one (1) day of notification of patron exit.
  + Works with the IC Manager/COR to notify exiting patrons of any outstanding issues that need to be resolved or items that need to be returned before the patron can be cleared for exit.
  + Notifies the IC Manager/COR immediately about outstanding issues or any discrepancies between loan records and patron claims.
  + Removes the name of a cleared patron who leaves the agency from the patron file within **two (2) days** of their library clearance unless directed otherwise by the IC Manager/COR or TS/RL.
* Responsible for promptly recalling overdue items. Notifies IC Manager/COR and the TS/RL if there are any problems getting a response from the patron who has checked out the item.
* Maintains the reserve list and notifies patrons when a reserved title is returned.
* Determines status or whereabouts of materials not on the shelf. Notifies IC Manager/COR or the TS/RL if unable to determine this information.
* Notifies IC Manager/COR or TS/RL about any damaged or missing items within **one (1) day** of identifying an item as damaged or missing.
* Processes overdue notices twice each year:
  + Prior to sending out overdue notices LT/C will carefully check the stacks for overdue or missing items. WILL update the patron and item record for any item found in the stacks?
  + Prepares accurate and business-like overdue/recall notices. Consults with the IC Manager/COR prior to sending out any overdue notice.

**Loose-Leaf Services**

The LT/C is be responsible for all loose-leaf filing and related serial publications updating:

* Receives, processes and files in proper sequence updates, pocket parts and supplements.
* Locates within the agency any volume to be updated if it is not on the shelf. Notifies TS/RL when missing volumes cannot be located.
* Notifies TS/RL when loose leaf updates are not received and begins the claims process.

**Physical Processing Of IC Materials**

The LT/C is responsible for all physical processing of materials:

* Processes all incoming materials with the property and date stamps, affixes appropriate labels, cards and pockets, accurately barcodes materials.
* Binds materials using in-house pamphlet binding if the format of the publication requires it.
* Performs follow-up and remedial processing or repairs on items when appropriate (replacement of loose, missing, or erroneous labels, replacement of barcodes if damaged or missing, etc.).
* Processes withdrawals from the ILS with guidance from the TS/RL.

**Shelving**

The LT/C is responsible for all shelving and filing tasks:

* Accurately shelves and/or files newly processed materials or materials used/returned by patrons within **one (1) day** of their return or use. There should be no shelving backlog.
* Shelves and/or files materials accurately within their respective classifications or filing systems.
* Shelf-reads and straightens at least **one (1)** section unit of shelves weekly. Checks for shelving/filing errors. Correctly re-shelves or re-files mis-shelved or misfiled materials.
* Monitors spacing on shelves and shifts collection as necessary to expand capacity to provide for improved user access and collection growth.
* Checks shelves and carrel areas for items left by users at **least once** a day.
* Displays daily papers and current journals according to schedule. Straightens and orders by title and date the back issues of newspapers and periodicals at least **twice each week**.

**Mail and Correspondence**

The LT/C is responsible for processing all in-coming and out-going IC mail:

* Distributes external correspondence and materials to appropriate Information Center staff on a daily basis.
* Internal correspondence from OPIC employees/departments to IC staff **will not be opened** prior to distribution to IC staff.
* Prepares out-going items for mailing.
* Accurately types miscellaneous correspondence, internal memorandum, reports, etc.
* Work area will be kept in a neat and organized manner enabling other IC staff to locate materials when the LT/C is not available.

**Intranet**

The LT/C shares responsibility with other IC staff to maintain and update the IC’s Intranet page.

The LT/C will perform the following tasks using SharePoint:

* Maintains the new title list (On the Bookshelf…).
* Maintains and updates external URLs in the Free Web Links section.
* Maintains and updates external URLs within the IC library catalog using the EOS URL checker.
* Creates the Feature of the Week one week each month.
* Other tasks as assigned by the IC Manager/COR.

**Basic Reference Support**

The LT/C is responsible for providing basic reference support:

* Verifies citations prior to processing an ILL request.
* Responds to requests for country reports, credit reports/ratings and pulls specific documents and articles.
* Handles selected basic news alerts.
* Provides support to the IC’s Unclassified State Department Cable program by creating a weekly cable Table of Contents and distributing the Table to appropriate departments/individuals in the agency. Supports the maintenance of the distribution list.
* Other requests as determined by the IC Manager/COR.

**Special Projects/Other Tasks**

* The LT/C will work on special projects/tasks such as the IC’s internal marketing efforts, the annual review of checked out items and the biannual shelf inventory.
* As changes take place in the IC other technical service activities may be added to the list of activities detailed above such as procurement support or cataloging support.

**LT/C Attendance/Leave:**

* The LT/C will begin their tour of duty on-time each day.
* If due to unforeseen circumstances the LT/C will be late by more than **15** minutes, the LT/C will inform via phone/email the RL/C who will inform the IC Manger/COR.
* The LT/C will notify the RL/C no later than **8:00AM** if, due to unforeseen circumstance or sudden Illness, they will be absent from work on a particular day. The RL/C will inform the IC Manager/COR.
* To insure adequate staffing of the IC each business day the LT/C coordinates their leave with the RL/C keeping in mind the IC’s master leave schedule. The RL/C who will inform the IC manager/COR as soon as possible of any planned leave.

**Statistics**

The LT/C will maintain **accurate, complete and up-to-date** statistics including:

* Daily/weekly/monthly statistics log covering technical service activities. Monthly technical service statistics are submitted to the TS/RL and the Contractor’s onsite supervisor. The TS/RL will roll the statistics of the LT/C into a Technical Services report.
* Daily/weekly/monthly statistics log covering all reference support activities. Reference statistics are submitted biweekly and monthly to the IC Manager/COR.

**IC Policies/Procedures**

The IC has developed a set of policies/procedures to insure that all tasks undertaken in the IC are completed in a timely, accurate and professional manner. These IC policies and procedures are set out in detail in the IC Library/Technical Services Manual. The LT/C is required to follow these policies and procedures. **No deviations** are permitted without prior discussion with the RL/C and final approval by the IC Manager/COR.

**Performance Standards and Quality Control**

The LT/C is responsible for meeting all performance standards stated in the previous sections.

Acceptable performance of the outlined technical services functions requires:

* Timeliness in performing specific tasks to preclude delays in the service to users and to prevent processing/cataloging backlogs.
* Accuracy in all tasks, especially in maintaining the IC records and statistics.
* Fidelity to established procedure and policies for OPIC’s technical services and records management functions.
* Ability to establish and maintain a positive client relationship with a strong commitment to customer service.

**Standards of Performance**

**Serials and Periodicals**

|  |  |
| --- | --- |
| Function | Standard |
| Check-in | Accurately checked in within **1** business day of receipt with no errors |
| Maintains/updates the periodicals master list and the newspaper master list | Updates the master periodicals list and the newspaper master list as changes, additions, deletions occur. |
| Periodical pattern prediction | Adjusts periodical patterns as needed to account for changes in frequency, numbering etc. |
| Periodical routing | Each routing slip is attached to correct issue within 1 business day of check-in |
| Periodicals routing lists and newspaper routing list - maintain & update | Routing lists are modified as changes occur with no errors. List needs to be updated within **1 business day** of change notification. |

**Inter-Library Loan (ILL)**

|  |  |
| --- | --- |
| **Function** | **Standard** |
| Borrowing from other libraries | Correctly completed ILL request  Sent to lending library. Appropriate IC forms are attached to item before giving it to the patron. Accurately uses the IC’s automated system to charge and discharge materials borrowed from other libraries |
| Lending to other libraries | Borrowing library must submit a completed ILL form before any materials are set. Appropriated OPIC forms are attached to item prior to shipment. Accurately charges/discharges the lent materials using the IC’s automated system. |
| Initiating ILL request | ILL requests are initiated within 1 business day of receiving the request. Notify TS/RL if items cannot be located/obtained. Provide continuous follow-up on request until items are received. |
| ILL records | Maintains accurate records of ILL materials borrowed or lent, both on the ILL log as well as in the library’s automated system. Updates all records for materials borrowed or lent if the item is renewed. Monitors outstanding ILLs and recalls materials when due. |

**CIRCULATION**

|  |  |
| --- | --- |
| **Function** | **Standard** |
| Borrowers profiles created and registered | Adds new borrower information to the circulation module with no errors. |
| Check-in materials borrowed | Accurately checking-in and clearing loan records in the circulation system for all materials returned to the library within **one (1)** **day** of return. Any items with reserves shall be handled accordingly. |
| Check-out materials borrowed | Insures that materials are checked out to the correct borrower. Information must be entered into the system within **one (1) business day** of check-out |
| Retrieve materials in response to staff requests | Materials located and provided to the requester within two (2) business days of the request. Notify TS/RL if items cannot be located. |
| Exiting staff clearance checks | Borrowers must return all library materials before being cleared for exit. Disputed accounts are immediately brought to attention of IC Manager/COR. Record checked in materials within one (1) business day of return. |

**Collection MAINTENANCE**

|  |  |
| --- | --- |
| **Function** | **Standard** |
| Clearing carrels | Carrels shall be cleared of materials at least once each day or as needed throughout the day. |
| Loose-leaf filing & weeding | Accurately checked in and filed in appropriate volume(s) or binder(s) according to publishers’ instructions within **1 week** of receipt. |
| Racks newspapers and journals. | Displays daily newspapers/journals according to schedule. Straightens and orders back issues by title and date at least **twice each week**. |
| Removing superseded or withdrawn materials | Superseded/withdrawn materials are removed when replacement volumes are received. Newspapers and periodicals are withdrawn according to retention policies |
| Shelves straightened | Aligns items on shelves by spine even with front edge of shelf. Volumes shifted as needed to allow for use/growth. |
| Shelving/filing | Books, periodicals, and other items are shelved/filed accurately within their respective classifications or filing systems within **one (1) day** of their return or use. |

**MINIMUM PERSONNEL QUALIFICATIONS**

The minimum qualifications required for each contact position are defined below.

**All proposed candidates must be:**

* **U.S. citizens**
* **able to pass a government background check**
* **able to work onsite at DFC**

**Reference Librarian**

Minimum qualifications for persons proposed for the RL/C tasks are:

* An MLS/MSLS degree from an ALA-accredited college/university
* One year recent experience working in a business oriented library or research center.
* Recent experience with/ knowledge of print/electronic business information resources.
* Recent experience with/ knowledge of online database searching on Lexis, Factiva, and Internet based resources and personal computers.
* Recent knowledge of /experience with standard production software such as Microsoft Office.
* Ability to interact effectively and professionally with staff at all levels within an organization.
* Ability to work within a framework of established policies and procedures
* Ability to work independently and in conjunction with fellow staff members in a highly automated environment
* Demonstrated ability to handle multiple responsibilities while effectively prioritizing and balancing a heavy workload of diverse activities and maintaining accuracy of work performed.
* Excellent oral and written communication skills

**Library Technician**

Minimum qualifications for persons proposed for the Library Technician tasks

are:

* A college degree from an accredited 4 year institution or an Associate degree with a minimum of **three (3)** years recent library technician experience.
* Demonstrated working knowledge of library integrated systems (ILS).
* Requires working knowledge /recent experience of basic and well-established library procedures related to circulation, serials control, Inter-library loan and disposal of library materials
* Proficiency and practical experience in the use of PCs, Windows Office Suite and Microsoft Outlook. Basic computer skills, including the ability to create/ update information on word processing systems and the ability to navigate content on Internet databases and business/research sites.
* Effectively manages all tasks in his/her area of responsibility.
* Demonstrated ability to handle multiple responsibilities while effectively prioritizing and balancing a heavy workload of diverse activities and maintaining accuracy of work performed.
* Ability to independently plan and carry out the successive steps to complete duties within area of assigned ongoing responsibilities
* Ability to adapt to changing priorities.
* Demonstrated ability to work effectively, independently, and cooperatively in a fast-paced and highly automated environment
* Must c**onsistently** begin their work day at the specified time.
* Strong personal commitment to managing the defined tasks and functional requirements in area of responsibility is expected
* Attention to detail and accurate data entry skills.
* Ability to work within a framework of established policies and procedures
* Following through on all assignments, projects, and duties
* Ability to ask questions to clarify expectations
* Demonstrated knowledge of classification and filing systems
* Excellent oral and written communication skills
* Typing 45-55 wpm with 95% accuracy

While no specific solicitations are currently planned, responses should highlight and describe

support services the SB can provide.

**III. Questions or clarifications:** All questions, deadline extension requests and requested clarifications

related to this SSS shall be sent via e-mail only to the primary POC listed in Section VIII below no later

than 0800 Eastern, 5 March 2020.

**IV. Small Business Consideration:** The Small Business size standard is $27.5M in annual revenues.

Only responses from SBs will be considered.

**V. SoC Classification:** Respondents shall provide an unclassified response to this SSS, with a

sensitivity level not to exceed For Official Use Only (FOUO). Respondents must indicate whether their

responses contain proprietary information if the respondents wish for the responses to be handled as

such.

**VI. SoC format and required content:**

**Format:** Responses shall not exceed five (5) pages. Page size shall be 8.5 x 11. Font may not be

smaller than 10-point. Legible charts, graphs, and figures may be used at the respondent’s discretion.

These displays shall be clear, legible, and shall not exceed 11 x 17 inches in size.

**Required Content:** The cover page must indicate clearly that the response is related to the DFC RFI

0001-20 and also display the respondent’s CAGE code and DUNS number. The SoC must clearly

indicate whether the respondent is registered in the SBA SB repository and specify what type of

SB the respondent is (if other than a general SB). The SoC must also indicate on what GWACs

(if any) the respondent has an approved pricelist or contract and provide that price list or contract

number.

**VII. Response Due Date:** 12:00pm Eastern, 28 February 2020.

**VIII. Submission Instructions**: Submit an electronic copy of the SoC in either PDF format or Microsoft

Word format to the primary POC and Contracting Officer, Jason Jamula, at Jason.Jamula@DFC.gov

by the Response Due Date. Hard copy responses will not be accepted. Respondents must indicate in

their e-mail subject line that the SoC is submitted in response to DFC RFI 0001-20.

**IX. DECLARATION**: This RFI is not a formal solicitation or RFQ. The Government does not intend to

award a contract on the basis of this RFI, or to otherwise pay for the information solicited herein.

Responses will be used by the Government for informational purposes as part of general market

research.