



Request for Information (RFI)
C002816

ILS Solutions

Issued by the SUNY Office of Library and Information Services

Issued: April 20, 2015

Responses Due: May 29, 2015

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1. Introduction

The State University of New York (SUNY) is the largest comprehensive university system in the United States, educating more than 467,000 students in more than 7,500 degree and certificate programs on 64 individual campuses with nearly 3 million alumni around the globe. Enrollments are detailed as follows:

- 13 University Centers and Doctoral Degree Granting Institutions offering academic programs through the doctoral level; each enroll between under 1,000 to over 19,000 undergraduate students;
- 13 University Colleges offering academic programs through the master's level; each enroll between 3,700 to over 9,000 undergraduate students;
- 8 University Colleges of Technology offering academic programs through master's level; each enroll between 1,600 and 6,000 undergraduate students; and
- 30 community colleges offering academic programs through the associate's level; each enrolls between 1,700 to over 26,000 undergraduate students.

2. Purpose

This Request for Information (RFI) is issued by the SUNY Office of Library and Information Services (SUNY OLIS). The purpose is to acquire information on future directions of integrated library systems (ILS) that could effectively support multi-campus, consortial library services (See Appendix A for current services across SUNY). Responses from vendors will help us better understand the developing library systems market and would be used as the basis for ongoing planning. The RFI would be the first step in a multi-year process to determine what types of integrated library systems that would best support evolving services and support activities within SUNY libraries.

3. Background

The SUNY OLIS and the SUNY library community have worked together over past decades in an initiative called *SUNYConnect* to share collections and services across the State University of New York. The focus of *SUNYConnect* has been on system-wide services that can be done more cost-effectively than what could be provided by any one campus; as well as initiatives that bring significant benefits to services provided by the campuses to their communities.

Over the years, evolution in technology, digital rights management, course management systems, commercial services, and the growth of open access and open educational resources have fundamentally changed how information can be accessed, purchased, stored and shared. In addition, with increasing concern regarding the cost of college educations, academic institutions need to address how their programs impact student outcomes. These transformations have contributed to questions on the focus of library services. The shift in acquisition dollars to online resources emphasizes the need for effective management of electronic purchases and robust metrics for evaluation of e-resource subscription services. The explosion in e-resource subscriptions, e-book collections, digital repositories, as well as what is locally available in the library database, has resulted in fundamental changes in access by use of discovery layers. Further, the continued decline in the purchase and circulation of print materials, staffing declines in traditional technical services areas, and, increased reliance on cooperative collection development and resource sharing, raise the question of what library management tools will be needed to support these changes.

Additionally, the Open SUNY initiative, a system-wide collaboration to provide online-enabled learning opportunities, and a seamless way for students to access courses, degree programs, faculty and

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academics of all SUNY campuses, further highlights the importance of redefined library services to be made available to students and faculty within the context of the tools they use and the environments (both virtual and physical) where they reside. Given these developments, the SUNY OLIS believes this is the time to investigate what library management software tools will best support multi-campus library services as the future unfolds.

4. Scope

The main focus of inquiry will be on a next generation integrated library systems that can support the significantly varied needs and sizes of libraries across SUNY. The interest is in receiving information about vendors' product roads maps, services in support of those products, and associated costs. Listed in Section 9 are themes that vendors are welcome to address.

5. Content of Response

Vendors are requested to respond to all questions included in this RFI. A response does not bind or obligate the responder or SUNY to any agreement for the provision of commodities or services referenced. No contracts will be awarded based on RFI submissions. Responding or not responding to this RFI does not preclude a vendor from bidding on any future solicitations. Any pricing information provided in your response must meet the guidelines outlined in Section 9, 23-24.

Since this RFI is designated as a tool to collect information, and will not result in a contract, it does not fall under the requirements of State Finance Law §139-J and 139K, Procurement Lobbying Law; and there is no restricted period.

In order to facilitate the review of the responses, please provide the information in the exact order as listed below. Responses should be provided within the document directly below each question, maintaining the original formatting of this document. Please rename this document with the following naming convention: SUNY RFI# C002816 *VENDOR NAME*.docx (.doc format is also acceptable).

If any of the information in the vendor response is considered confidential, proprietary, or a trade secret, it must be clearly indicated on the appropriate page of the vendor response. Release of such materials is governed by the NYS Freedom of Information Law, which in pertinent part requires the requester to provide specific justification as to why disclosure of particular information in the response would cause substantial injury to the competitive position of the vendor.

The vendor's responses to this RFI will be shared with staff in the SUNY Office of Library and Information Services and with representatives on the SUNY Council of Library Directors' Executive Board. Vendors are also requested to provide a publically available version of the responses that can be shared internally within the larger SUNY community.

6. Question Deadline

Questions that rise as a result of this RFI are to be submitted via email no later than May 1, 2015 at 4:00pm EDT to:

Maureen Zajkowski
Office of Library and Information Services
State University of New York
State University Plaza

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Albany, NY 12246
maureen.zajkowski@suny.edu

Subject line of email must state "RFI # C002816 RFI Questions-*company name*."

7. Submittal Deadline

Please submit your RFI response via email no later than May 29, 2015 at 4:00pm EDT to:

Maureen Zajkowski
Office of Library and Information Services
State University of New York
State University Plaza
Albany, NY 12246
maureen.zajkowski@suny.edu

Subject line of email must state "RFI # C002816 RFI Response-*company name*."

8. Vendor Demonstrations

Solutions that illustrate the capability to provide the envisioned project scope may be invited to provide webinars of their solution to the OLIS staff and the SUNY community. As this process is not a solicitation, demonstrations are not scored, but rather are used to gather a general understanding of capabilities and functionality of ILS solutions.

9. Responses Requested

Question	Company Response
<i>Company Demographics</i>	
Company Name	
Division Address	
Headquarters Address	
Contact Name	
Title	
Email Address	
Phone Number	
1. Is your company a Small Business Enterprise? A "New York State Small Business" is defined as a company that is a resident of New York State, independently owned and operated, with 100 or fewer employees and not dominate in its field.	<input type="checkbox"/> Yes <input type="checkbox"/> No
2. Is your company certified with NYS Empire State Development Corporation (ESDC) as a Minority and/or Women Owned Business (M/WBE)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3. If you answered no , does your company have existing arrangements (e.g. teaming	<input type="checkbox"/> Yes <input type="checkbox"/> No

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<p>agreements, joint venture and mentor protégé) with a NYS certified MWBE?</p> <p>4. Does your company wish to explore possible arrangements with NYS certified MWBE businesses which can contribute toward meeting MWBE participation goals?</p>	<p><i>Please describe:</i></p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
General Information	
5. What information would your company need to see in a potential solicitation that would help your company provide a comprehensive proposal and a cost effective fee structure? Please be as specific as possible.	
6. Please provide the length of term your company recommends for a potential contract. Please explain why your company recommends the proposed term.	
7. If your company is not interested in providing an ILS solution to SUNY, please explain why.	
8. From your work on similar projects and based on the information provided in this RFI, identify and describe the greatest challenges and risk points to SUNY in the procurement of an ILS solution.	
Experience	
9. List and describe examples of your experience with other entities similar in size, scope and complexity to SUNY who have successfully implemented your company's recommended solutions.	
10. Describe what makes these entities similar in size, scope and complexity to SUNY.	
11. Describe obstacles encountered during the planning and implementation of the above projects and include steps that were taken to successfully overcome these obstacles.	
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12. General: <ul style="list-style-type: none"> a. From your company's perspective - what is an ILS and what are its components? b. Does your solution require adoption of all components of your ILS or can they be adopted on a module-by-module basis? c. What is your design philosophy; how does it address opportunities that arise from evolving technology? d. Describe the types of partnerships your company has with other vendors and the philosophy behind developing those partnerships e. Discuss thoughts on or plans for ILS integration with other enterprise level software platforms such as learning management systems, student information systems, student retention solutions, constituent relationship management systems, and technology products that help support student learning and analytics. 	
13. Product Road Map: <ul style="list-style-type: none"> a. For your proposed ILS solution, provide product roads maps. If not addressed in questions below, also provide services in support of those products, and associated 	

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costs.
14. System and Service Architecture – address: <ul style="list-style-type: none">a. System environment;b. Security and privacy of data;c. Responsibilities for system configuration and maintenance;d. Access to data and system functions – to innovate via APIs, web services, etc.;e. Use of standards;f. Functionality and helpdesk support provided;g. Availability of APIs for ingest, display, and reporting;h. Reports, statistics and analytics – on demand and customization options;i. Other considerations we should be aware of regarding this topic.
15. Interface used for Public Access to Materials – address: <ul style="list-style-type: none">a. Capabilities for accessing - locally owned campus materials, subscription based electronic full text services, institutional repositories, open educational resources;b. Interactivity – ability for patron empowerment, holds, recalls, course reserve;c. Scaling and support of full spectrum of mobile devices for public access;d. Multi-campus, individual campus and campus collection views;e. Types of analytics and usage reports;f. Other considerations we should be aware of regarding this topic.
16. Functionality and management of local data for both print and electronic resources – address capabilities associated with: <ul style="list-style-type: none">a. Acquisitions;b. Cataloging;c. Circulation;d. Course Reserves;e. Metadata schemas supported;f. Reports and statistics capabilities;g. Serials;h. Digital Rights Management;i. Purchase on Demand;j. Preservation;k. Staff interface;l. Other considerations we should be aware of regarding this topic.
17. Address functionality facilitating collaboration within and across campuses for activities such as, but not limited to: <ul style="list-style-type: none">a. collaborative technical services functions (ordering/managing budgets/cataloging);b. cooperative collection development.
18. Resource sharing – address: <ul style="list-style-type: none">a. circulation functionality across separate SUNY institutions;b. integration with fulfillment services;c. Integrations with ILL software platforms for sharing collections outside of SUNY;d. Other considerations we should be aware of regarding this topic.

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19. Address capabilities associated with digital resource management and preservation.

20. Address additional products and services that should be considered.

Staff Roles and Responsibilities

21. Based on your experience implementing ILS solutions of similar size and scope, describe the expectation of staff involvement for activities such as the following:

Activity	Vendor Staff	Campus Staff	Consortia Office Staff
System Architecture			
Implementation			
Training			
Configuration setup			
Upgrades and patches			
Functionality support			
Daily operations			
Other activities we should be aware of			

Fee Structure & Pricing

22. In order to plan and budget, participating campuses must have a general idea of the potential cost of implementing and maintaining the proposed ILS solution. Based on the current SUNY environment outlined in Appendix A, provide information on recommended fee structure and estimated high-low cost range for the following:

- a. Initial buy-in costs for the ILS solution;
- b. Implementation costs for an ILS solution;
- c. Indicate what is included in implementation costs;
- d. Fees and implementation costs for robust reporting and analytics;
- e. Ongoing maintenance and support;
- f. Additional support services that might be available;
- g. Integrated functionality with 3rd party applications (such as listed in Section 9, 12.e).

23. Each vendor may provide multiple pricing strategies such as costs based upon FTEs, # of users, or other available industry-specific pricing strategies. Please provide feedback on the type of information that should be included, enhanced, or refined in any subsequent solicitation in order to provide accurate financial costs.

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Staff Roles and Responsibilities

24. Based on your experience implementing ILS solutions of similar size and scope, describe the expectation of staff involvement for activities such as the following:

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Appendix A

Overview of Current SUNY Library Systems Environment

- The Ex Libris Aleph500 system is used across SUNY.
- The four SUNY University Research Centers (Albany, Binghamton, Buffalo, Stony Brook) use the ALEPH500 product; they make their own local arrangements for hosting and support of their ALEPH system.
- The SUNY Information Technology Exchange Center (ITEC) provides Aleph hosting support for 57 campuses in a shared server environment:
 - Each campus has its own separate policies and data sets. No data is shared across campuses. There are approximately 11 million bibliographic records for the 57 campuses.
 - A Proof of Concept (POC) is underway to determine if it is possible to combine the 57 campus catalogs into one bibliographic database with a shared bibliographic record. It is estimated that a shared catalog will reduce the total of bibliographic records to approximately 3 million records.
- There is a SUNY-wide contract for the EBSCO Discovery Service (EDS); 51 campuses are using this product. The Summon discovery service by ProQuest and the Primo discovery service by Ex Libris are also implemented on some SUNY campuses.
- All SUNY campuses utilize software tools for electronic journal list browsing and searching as well as OpenURL-based link resolution.
- Most campuses use products from or distributed by OCLC such as Cataloging Subscription Services, and the ILLiad software by Atlas Systems to support resource sharing.
- The SUNY Digital Repository, using Dspace, includes a growing collection of documents and resources specific to the research and the cultural/historical impact of many of the SUNY*Connect* institutions.
- Several SUNY campuses utilize bepress Digital Commons.