



# The Library Network

## Libraries Working Together

41365 Vincent Court, Novi, MI 48375  
Phone: (248) 536-3100 Fax: (248) 536-3098  
Online: <http://tln.lib.mi.us>

## **The Library Network**

### **Request for Proposal For An Integrated Library System**

**September 2016**

#### **Key Dates:**

Declaration of Intent to Bid due October 3, 2016 4:30 p.m. EDT

Proposals due November 1, 2016 4:30 p.m. EDT

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## **A. General Information**

### **A.1 Background**

The Library Network (tln.lib.mi.us) is the largest library cooperative in the State of Michigan, serving residents throughout Wayne, Washtenaw, Oakland, Livingston, and St. Clair Counties. TLN's 75 member libraries serve a population of 2.4 million—one-quarter of Michigan's population.

The Library Network strives to provide and facilitate quality library services to its member libraries, thereby improving library services to their communities. From its headquarters in Novi, Michigan, TLN provides a full range of services and products from which member libraries can choose, including an integrated library system.

TLN has operated an integrated library system since 1982 that currently serves 51 independent public libraries operating 55 service locations. The system has a patron database of almost 700,000, approximately one million bibliographic records with five million copies attached, and a combined annual print and electronic circulation of about 8.5 million. The Shared Automation System (SAS) is funded by the participating libraries, with governance organized via the SAS Executive Committee and the SAS Users Group. The Library Network Board is the ultimate governing authority.

TLN has operated the SirsiDynix Symphony system since 2004 and it has used the Enterprise discovery catalog since 2015. The BookMyne app for Android and iOS and Social Library for Facebook are also available for public use. Staff functions include circulation, mobile circulation, bibliographic maintenance, acquisitions, and serials; in addition, system reports are a key management function for TLN and the participating libraries, and participating libraries have access to Director's Station for locally created statistical reports. Cataloging for the system is provided centrally by TLN; individual libraries attach their holdings records to the centrally created bibliographic records.

### **A.2 Overall intent and Purpose**

The Library Network is seeking proposals for an integrated library system including discovery product for the 51 libraries using the Shared Automation

System.

### **A.3 Minimum Requirements for ILS**

TLN expects that our next system will have all of the functionality of our current system as outlined by the following list:

The following modules must be currently available and not in beta test:

- Cataloging
- Circulation
- Online Catalog
- Serials
- Acquisitions
- Data Analytics

The system must support the following consortium features:

- Three levels of policy control; consortium, library, and branch
- Consortium level patron and material types
- Policies defined at local library level, including loan periods, grace periods, fines and fees, and patron delinquency thresholds
- Centralized cataloging with holding records attached locally
- Search displays can be configured to show local library holdings first
- Vendor must have demonstrated experience with consortia, including at least two current customers with a minimum of 30 independent libraries and 5 million annual circulation

The system must support multiple SIP2 interfaces, including:

- PC time management and print systems including Envisionware and Comprise Smart Access Manager
- Electronic resources vendors including Overdrive, Baker & Taylor, Recorded Books, Freegal, E-Calendar, Comics Plus, Zinio, Hoopla, Odilo
- Self check, RFID, and security systems including Vernon Library Supply, Bibliotheca (3M), Checkpoint, Central Technologies, Envisionware, and Tech Logic

The system must be able to interface with the following third party vendors:

- Unique Management Services (collection agency)
- Enhanced content providers including Syndetics, NoveList, and LibraryThing for Libraries
- Print and AV vendors including Baker & Taylor, Brodart, Ingram, Midwest Tape, EBSCO, Gale/Cengage, Proquest, WT Cox, and Recorded Books

The online catalog must be able to accept online credit card payments

A web based staff client (including mobile circulation) that will work on multiple versions of multiple web browsers must be in general release or in development

#### **A.4 Project Schedule**

The Library Network anticipates the following key project dates:

- |                                      |                     |
|--------------------------------------|---------------------|
| • RFP Released                       | September 20, 2016  |
| • Declaration of intent to bid       | October 3, 2016     |
| • Deadline for vendor inquiries      | October 10 , 2016   |
| • TLN response to vendor inquiries   | October 17, 2016    |
| • Proposals due at TLN               | November 1, 2016    |
| • On site scripted demos             | February 1-17, 2017 |
| • Recommendation of preferred vendor | April 20,2017       |
| • Contract signed                    | June 15, 2017       |
| • System operational                 | April 1, 2018       |

#### **A.5 Official Contact**

The official contact for this Request for Proposal:

Celia Morse  
Automation Services Consultant  
The Library Network  
41365 Vincenti Ct.  
Novi MI 48375

(248)536-3100 ext 104 (voice)  
(248)697-2420 (fax)

[cmorse@tln.lib.mi.us](mailto:cmorse@tln.lib.mi.us) (e-mail)

In order to maintain a fair and impartial selection process, contact with other TLN staff or staff at member libraries about this RFP is prohibited. Failure to abide by this policy may result in disqualification of proposal. Suspected errors in the solicitation should be immediately reported in writing to the official contact.

#### **A.6 Procedure for Submission of Proposals**

Submit five print copies and one electronic (PDF) copy of your proposal. All proposals must be enclosed in a sealed envelope or appropriate packaging, with "Proposal" clearly marked on the outside, addressed to The Library Network. Mailed or hand-delivered proposals should be addressed and delivered to:

The Library Network  
Attn: Celia Morse, Automation Services Consultant  
41365 Vincenti Ct.  
Novi MI 48375

Any proposal received after the hour and date specified (4:30 p.m. on November 1, 2016) will not be considered. Any modification of a proposal received after the closing date and time of the RFP will likewise not be considered. Bidder is solely responsible for the delivery and drop-off of its proposal to the correct location during business hours before the date and hour set for the opening of proposals.

#### **A.7 Evaluation Criteria**

Written proposals will be evaluated by a committee comprised of representatives from shared system libraries and central site operations staff. Finalist Bidders will be invited to present in-depth scripted demos and attendance will be open to all shared system library staff who will be encouraged to fill out evaluation forms at the end of each demo. Staff evaluations will be taken into consideration by the committee when determining final point totals. The maximum scoring criteria are as follows:

	Written Proposal	Product Demo	Total Possible Points	Percent of Total
Corporate history	10		10	5%
Prior experience	8		8	4%
Cost	35		35	17.5%
Implementation and training	25		25	12.5%
Staff functionality	10	30	40	20%
Public interface	10	50	60	30%
Technical requirements	15		15	7.5%
Compatibility with MelCat	7		7	3.5%
<b>Total</b>	<b>120</b>	<b>80</b>	<b>200</b>	<b>100%</b>

## **B. Overall Intent and Outcomes Desired**

After extensive discussion, the 51 public libraries using The Library Network's shared automation system have decided to reexamine the ILS marketplace in order to determine if our current vendor offers the best solution for staff workflows and public discovery. We wish to contract with a single vendor for a fully functional staff client that is easy to use and simple for new staff to learn, and for a federated discovery product that is intuitive for our patrons and quickly returns accurate search results.

*Please tell us how your products will meet our needs and exceed our expectations.*

*Please provide 3 references of customers similar in size and complexity.*

## **C. Corporate Background**

*Please provide a brief history of your company and the corporate vision for its future. Please include a succession plan, where appropriate.*

*What makes your company unique?*

*What new library automation developments are you most excited about? Can you tell us about any innovative products that are just released, soon to be released, or in development? Where are you concentrating your development efforts?*

## **D. Staff Modules**

As a large consortium of independent libraries, some with branches, The Library Network requires the following consortium features:

- Three levels of policy control: consortium, library, and branch
- Consortium level patron profiles and item types
- Policies defined at local library level, including library calendar, loan periods, grace periods, fines and fees (including no fine option), and patron delinquency thresholds
- Robust holds management in a consortia environment
- Centralized cataloging with holdings records attached and maintained locally
- Search displays that can be configured to show local library holdings first

*Please describe how your system configuration options can meet these needs.*

### **D.1 Circulation**

The TLN shared system libraries offer full reciprocal borrowing to all registered borrowers, and patron policies are determined by patron profile assigned by the library of registration. Shared system libraries also share their collections, and item loan policies are determined by the owning library. The following features are critical to TLN libraries:

- Multiple methods of patron notification for holds and overdues, including print, automated phone, email, and text
- Courtesy electronic reminders before items are due
- A hold system that allows:
  - The owning library to define some item types as local hold or no hold
  - Preference to locally available copies
  - Load balancing across member libraries when filling holds
  - Volume level holds for multi-part/disc titles

Desired features include:

- The ability to limit borrowing activity for a specific patron profile (nonresident) to the issuing library only
- The ability to easily place a hold on a specific part of a multivolume set
- The ability to merge duplicate patron records
- Mobile circulation for android or iOS devices that can be used in the library building or in the community
- A staff interface that offers critical functionality with minimal training

*Please explain how your system will accommodate these features in a consortia environment.*

*Please briefly share specific features of your system's circulation module not covered here that you believe will be of special interest to TLN and/or separate you from other systems. Your response should be no longer than one page.*

## **D.2 Integration with MelCat (statewide resource sharing network)**

Participation in the Michigan statewide resource sharing and discovery system known as MelCat (<http://mel.org>) is very important both to our member libraries and to our patrons. MelCat currently uses INNReach software.

*Please describe in detail how your solution integrates with MelCat both for contributing and maintaining TLN member library holdings as well as facilitating statewide requesting.*

*Please describe how patrons using your local discovery system will be referred to MelCat. Will holds placed in MelCat be visible and manageable in their local patron record, or will the patron have to maintain a separate Mel account? How does your system support the authentication of patrons for access to the Mel databases?*

*Please describe how your local system integrates the management of lending and borrowing material through MelCat in regards to staff workflows? Will staff be able to manage MelCat requesting (lending and borrowing) via the local system?*

### **D.3 Cataloging**

The bibliographic database is the heart of the shared system and every effort is made to keep it as clean as possible. The Library Network provides centralized cataloging for the shared system libraries. Local library staff cannot create or modify MARC records although they can add brief records for new items not in the database. Holdings are added to existing MARC records locally and a library can only modify or delete its own item information. SkyRiver is the cataloging utility used and records are also received from the major book and AV vendors. All records are edited before they are loaded into the database. The database is RDA compliant and authority records are received from our current automation vendor and updated weekly.

*Please explain how your software will enable us to maintain a clean RDA compliant database. How is your company approaching the new BIBFRAME standard?*

*Please briefly share specific features of your system's cataloging and authority control modules not covered here that you believe will be of special interest to TLN and/or separate you from other systems. Your response should be no more than one page.*

### **D.4 Reports**

Accurate statistical information is very important to The Library Network. Central site staff must have the ability to run scheduled reports on a specified day and time, while member library staff need the ability to design and run reports for statistical and collection development purposes without intervention by the central site staff. It must be possible for any and all member libraries and TLN staff to run reports at any time regardless of other activity on the system without impacting system performance.

*Is a native reporting module part of the ILS? Are statistical/data reports accomplished through a module in the ILS client? Does native reporting have a web based interface? Are native reports generated against real time data? If no native reporting module is available, does your reporting module operate in real*

*time? What database structure is used by the reporting module? Does access to the external reporting module require a specific client or is access web based? Is the reporting module locally hosted or SaaS?*

*Please briefly share specific features of your system's reports module not covered here that you believe will be of special interest to TLN and/or separate you from other systems. Your response should be no more than one page.*

## **D.5 Acquisitions**

Not all shared system libraries use acquisitions, but the ones that use it are heavily dependent on it. Required features include:

- Libraries need to be able to create, maintain, and modify their own vendor, fund, purchase order and invoice information according to their own fiscal years, and this data must be kept separate from the data from other libraries. In order to provide technical support, TLN needs to be able to create, maintain, and modify this data also.
- Additionally, TLN creates orders centrally on behalf of some shared system libraries and must be able to create its own set of vendor, fund, purchase order, and invoice information.
- The acquisitions system must support X12 EDI ordering and invoicing with all the major book and AV vendors (including but not limited to Baker & Taylor, Brodart, Ingram, Midwest Tape and Recorded Books).
- The acquisitions system must have 9xx ordering capability with the major book and AV vendors listed above. 9xx ordering allows the library to create the order on the vendor's website and then load the information into the ILS. 9xx ordering combines the bibliographic record retrieval with the ordering process.
- Patrons must be able to place holds against on-order titles.

*Please explain how your software will support these needs.*

*Please briefly share specific features of your system's acquisitions module not covered here that you believe will be of special interest to TLN and/or separate you from other systems. Your response should be no more than one page.*

## **D.6 Serials**

About half of the shared system libraries use the serials module. Bibliographic records for serial publications are created centrally at TLN, and serial control records and pattern records are created locally. Serial check-in is also handled at the local library.

*Please describe briefly how serial control records and pattern records are created and modified, and how holdings displays appear in the circulation system and the public catalog.*

*Please briefly share specific features of your system's serials module not covered here that you believe will be of special interest to TLN and/or separate you from other systems. Your response should be no more than one page.*

## **E. Discovery Product**

Today's library users expect a Google-like search experience across all devices that is intuitive to use and returns results that are relevant to the search terms entered. A discovery product that will serve the widely different needs of a diverse population should include the following:

### **E.1 General Requirements**

- Must make the library collection visible on the Internet and appear in web search engine results.
- Response time cannot exceed two seconds.
- Must be customizable by member library, including but not limited to home screens, book carousels, enhanced content, and electronic resources searched.
- Must offer one click download for e-resources.
- Patrons must be able to easily indicate a preferred library (not necessarily the library of registration) which will become the default library for hold placement and pickup.
- Must have responsive design for mobile devices.
- Must work on multiple versions of multiple web browsers.

*Describe how your discovery product meets these general requirements. Are any of these requirements in development or unavailable? What new features are in development that will enhance the user experience? How do you make decisions about adding enhancements and how do you test your product? Do you have a separate children's catalog? Do you have an app available for iOS and android devices? Can it be branded by library? Does your discovery product interact with social media platforms? Which ones?*

*Please provide links for at least two catalogs that best demonstrate these features in a consortia environment.*

## **E.2 Search Results:**

- Relevance must compensate for a misused or misspelled search term without returning a wide array of results that do not appear to relate to the search term entered.
- The default search must be the entire bibliographic database, but the hit list display must highlight the preferred library's holdings in some way.
- Search results are grouped by type of material, so that the results for a specific title search will first list all editions of the book, then available e-books, DVDs, audio books, etc. (FRBR)
- Must be easy to limit the search to a single library or group of libraries.
- Advanced searching is an available option.

*Describe how your product returns search results in a consortia environment. What customizations are available? What factors are used in relevancy ranking? Can these be customized?*

## **E.3 "My Account"**

- Patron can select a username other than library card number.
- Patron can change phone number or email address and this permission can be customized on a library by library basis.
- Checkout and hold lists will display physical and electronic resources.
- Patron can pay fines online using the most current PCI standards.

*Describe how your discovery product enhances the user experience. Are any of*

*these features in development or unavailable?*

#### **E.4 Electronic Resource Vendors**

- Enhanced content: Syndetics, LibraryThing for Libraries, NoveList
- Electronic Resources, including but not limited to Overdrive, Baker and Taylor Axis 360, Bibliotheca, Hoopla, Odilo, Zinio. Electronic resource subscriptions vary from one library to another.

*How does your product integrate with the above vendors? How do you identify new electronic resource vendors to partner with? On average how long does it take to develop the APIs once a product is identified?*

*Please briefly share specific features of your system's discovery module not covered here that you believe would be of special interest to TLN and/or separate you from other systems. Your response should be no more than one page.*

#### **F. Migration and Training**

##### **F.1 Migration**

The Library Network's current system is a non UNICODE-compliant ISAM database. TLN expects to include a UNICODE conversion as part of the migration.

*Please provide a detailed migration plan and timeline, including all downtime estimates.*

##### **F.2 Training**

Many shared system libraries rely heavily on part time staff that may work at more than one library and may be transient. Training new staff on existing systems and training existing staff on new systems are equally challenging. We believe that hands-on, in person training is more effective than webinars and we are seeking creative ways to bring training to the libraries when staff and travel budgets are limited.

*Describe in detail your initial and ongoing training.*

*How can your company help us overcome these training challenges? Do you have employees that can augment TLN staff when major training is required? Do you have written documentation that can be tailored for our specific needs? "Cheat sheets?" Do you have materials to support training on an ongoing basis?*

*What training options are available for central site staff?*

## **G. Technical Requirements**

The Library Network requires a production environment for 700 concurrent staff users as well as a test/training system for all modules. The shared system has been locally hosted to date, but we would also like to consider SaaS as an option.

*Please describe what options are available with your system. Is the option to locally host the system (software and databases) available? Is it mandatory that any software or modules be hosted in the cloud? What is your recommended solution?*

*Please provide recommended hardware configuration for locally hosted production and training servers and associated peripheral equipment.*

*Please provide recommended bandwidth and internet browser requirements for a cloud hosted option.*

### **G.1 Reliability**

The shared system libraries expect the system to be up 100% of the time during scheduled library hours and they recognize that many patrons are searching for books and information at all hours of the day and night so reliability is very important.

*Describe how you will partner with us to provide system reliability. What is your average downtime percentage? How do you mitigate data loss and other risks? What service levels are available and what is your average response time for resolving critical issues? How much scheduled downtime does the system require daily? Can software upgrades be scheduled outside normal library hours? Is there*

*an extra charge? What is your backup model for a locally hosted system and for SaaS?*

## **G.2 Security**

The Library Network is entrusted with patron data protected by the Michigan Library Privacy Act (Act 455 of 1982), so security is a very important issue.

*What type of data is encrypted while in storage and in transit from the ILS to the local library/client? For SaaS solutions, describe the physical and electronic security features of the data center.*

## **G.3 Adherence to Standards**

*Please outline what Industry standard organizations (NISO, ANSI, etc...) your organization actively participates in/contributes to.*

*Please provide a list of all standards your system adheres to.*

## **G.4 APIs**

The Library Network expects the vendor to provide unrestricted access to web APIs. The API platform should be open, well documented, and would ideally conform to REST constraints.

*Please indicate your ability to comply with this expectation.*

## **G.5 Third Party Vendors**

In addition to the third party vendors specified in D.5 and E.4, The Library Network also partners with the following vendors:

- PC time management and print systems including Envisionware and Comprise Smart Access Manager
- Self check, RFID, and security systems including Vernon Library Supply, Bibliotheca (3M), Checkpoint, Central Technologies, Envisionware, and Tech Logic
- Unique Management Services (collection agency)

*Please indicate which of the listed third party vendors you partner with and which you are compatible with.*

## **H. Cost**

The prices discussed in this proposal will be the set prices for contract negotiations. The Library Network is interested in pricing for 5 and 7 year maintenance agreements for production and test/training environments. We would also like separate cost quotations for locally hosted and SaaS options.

### **H.1 Cost Formula**

Please list the factors that will be used to calculate pricing. The Library Network anticipates a need for 700 staff user licenses, 12,000,000 annual circulation (physical and electronic), and 1,500,000 bibliographic records. Please indicate the cost for exceeding any of these thresholds. Does your circulation total count physical checkouts only or does it also include electronic? Is the “in library use” count included in circulation? Please include the cost to add a library to the shared system as well as discount if a library leaves the shared system.

### **H.2 Software Cost**

Please indicate the initial cost for staff software modules (700 Staff users) and discovery product. Include costs for production and test environments. Costs should include all items specified in this document. Costs should include pricing for external interfaces (including SIP, SIP2, NCIP, Z39.50, EDI), APIs, and third party subscriptions (Syndetics).

### **H.3 Migration**

Cost for migrating the current ISAM database to UNICODE; cost for migrating patron data, transaction data, serials data, and acquisitions data. (TLN may choose to not migrate acquisitions data.) Include cost for on-site assistance on our go-live date.

## **H.4 Training**

TLN is interested in on premises training for central site staff. Please indicate the number of days proposed, information to be covered, and cost per day. TLN is also interested in on site assistance for training local library staff. Please indicate whether you can provide such assistance and the cost per day.

## **H.5 Hardware**

Please specify and list costs for production and test/training servers and all peripheral equipment along with ongoing maintenance costs for the life of the contract.

Note: TLN reserves the right to purchase, install, and maintain the recommended hardware independently if it is in the best interest of TLN to do so.

## **I. Terms and Conditions**

The following Terms and Conditions are in addition to those that will be contained in the signed contract. To the extent there are any conflicts between this RFP and the signed contract, the Terms and Conditions in the signed contract will prevail.

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the proposal process that are submitted to TLN as part of the proposal or otherwise shall become the property of TLN and may be considered public information under applicable law.

### **I.1 Effective Term of Proposal**

Unless a proposal is expressly rejected by TLN, all proposals will remain in effect for 210 days subsequent to the proposal opening. TLN may request that bidders extend the effective period of their proposals. Such requests shall be in writing and will require bidder's written consent to the extension.

Bidder may not withdraw, cancel, or modify its proposal for a period of 210 days after the advertised closing time for the receipt of proposals.

## **I.2 Award and Negotiations**

This Request for Proposal does not obligate TLN to accept or contract for any expressed or implied services. Likewise, TLN is not obligated to award a contract pursuant to this RFP.

TLN reserves the right to enter into discussions with the bidders whose proposals are deemed most advantageous for the purpose of negotiation. If more than one proposal is found to be satisfactory, TLN reserves the right to negotiate simultaneously with more than one bidder. TLN also reserves the right to stay with its current ILS provider if it determines that it is the best interest of the participating libraries.

If applicable, TLN will post a notice to its website recommending a preferred bidder. The notice extends the effective term of the bidder's proposal until the parties sign a contract or determine not to sign a contract.

## **I.3 Rejection of Proposal and Waiver of Informalities**

TLN, in its sole discretion and authority, may determine that it is in the best interest of TLN to reject any or all proposals submitted in response to this RFP. TLN, in its sole discretion and authority, may disregard or waive any informality in the proposals or bidding process.

## **I.4 Reservations**

Bidder must read and understand the solicitation and tailor the proposal and all activities to ensure compliance. TLN reserves the right to amend the solicitation; reject any or all of the proposals; and waive minor defects. TLN may request a clarification, inspect bidder's premises, interview staff, request a presentation, or otherwise verify the contents of the proposal, including information about subcontractors and suppliers. TLN may request best and final offers where appropriate. TLN will make all decisions on compliance, evaluation, terms and conditions, and shall make decisions in the best interests of TLN. Failure of a bidder to comply with requests for information or cooperate may result in the proposal being deemed non-responsive to the solicitation. Submitting a proposal does not entitle a bidder to an award or contract. TLN is not responsible for and will not pay any costs associated with the preparation and submission of any

proposal. Awarded bidder shall not commence, and will not be paid for, any billable work prior to the date all parties execute the contract.

### **I.5 Incorporating Costs**

Bid prices must incorporate any/all peripheral costs including, but not limited to the costs of products/services, delivery/transportation charges, training materials, labor, insurance, applicable taxes, warranty, overhead and profit, etc. that are required by the RFP.

### **I.6 Taxes**

Bidder shall assume and pay all taxes, including state, federal, and local taxes, which are payable by virtue of the furnishing and delivery of materials or services specified. Materials and services purchased by TLN are not subject to either federal excise taxes or Michigan sales taxes. Bidders shall include all other applicable federal, state, and local taxes, direct or indirect, in their proposals.

### **I.7 Withdrawal of Proposal**

Bidders may withdraw their proposal at any time prior to the date and time for proposal opening. Requests for withdrawal must be made in writing on the bidder's letterhead to the official contact for the RFP.

### **I.8 Responsibility**

A bidder is considered responsible when it has the capability in all respects to fully perform the contract requirements and has the integrity and reliability that will assure good faith performance. TLN will determine whether TLN can or should do business with a bidder. TLN may consider factors including, but not limited to certifications, conflict of interest, financial disclosures, past performance, references (including those found outside the solicitation), compliance with applicable laws, financial responsibility, insurability, equal opportunity compliance, capacity to produce, ability to provide required maintenance services or other matters relating to the bidder's probable ability to deliver the required services within the time and price as specified in this RFP.

## **I.9 Governing Law**

Michigan law and rule govern this RFP and any resulting contract. Bidder must bring any action relating to this RFP or any resulting contract in the appropriate courts in Michigan.

## **I.10 Public Records and Requests for Confidentiality**

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the proposal process that are submitted to TLN as part of the proposal or otherwise shall become the property of TLN and may be considered public information under applicable laws. However, TLN will consider requests for confidential treatment under Michigan Freedom of Information ACT (FOIA) (MCL 15.231). A request for confidential treatment will not supersede TLN's legal obligations under FOIA. TLN will not honor requests to keep entire responses confidential. Bidders must show the specific grounds in FOIA or other law or rule that support application of confidential treatment. Regardless, TLN will disclose the successful bidder's name, the substance of the response, and the price. If bidder requests confidential treatment, bidder must submit an additional copy of the response with the proposed confidential information redacted. This redacted copy must tell the general nature of the material removed and shall retain as much of the original response as possible. Bidder shall list the provisions, identified by section number, for which it seeks confidential treatment and identify the statutory basis under Michigan or other applicable law and include a detailed justification for exempting the information from public disclosure. Bidder will hold harmless and indemnify TLN for all costs or damages associated with TLN honoring bidder's request for confidential treatment. Bidder agrees that TLN may copy the response to facilitate evaluation, or to respond to requests for public records. Bidder warrants that such copying will not violate the rights of any third party.

## **I.11 Bid Protests**

The bidder shall submit any protests or claims regarding this RFP to:

Celia Morse  
Automation Services Consultant

The Library Network  
41365 Vincenti Ct.  
Novi MI 48375

A pre-bid protest must be filed no later than five calendar days before the proposal opening date, a pre-award protest must be filed no later than ten calendar days after the proposal opening date, and a post-award protest must be filed no later than ten calendar days after the award of the contract. Awards are not final until all protests are resolved.

All protests or claims must set forth the name and address of the protester, the specification number, the grounds for the protest or claim, and the course of action that the protesting party desires.

**Appendix I**

**Declaration of Intent to Bid**

Required from all Bidders

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**REQUIRED: All bidders are required to complete this form and email it to [cmorse@tln.lib.mi.us](mailto:cmorse@tln.lib.mi.us) in order for their proposal to be eligible for consideration.**

**DEADLINE: October 3, 2016, 4:30 p.m. EDT**

In compliance with the requirements of The Library Network’s RFP for an Integrated Library System, the following business is hereby indicating an intent to submit a proposal:

**Company**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Website: \_\_\_\_\_

**Representative for all communications related to the RFP:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

The Library Network contact for all questions and correspondence:

Celia Morse, Automation Services Consultant  
The Library Network, 41365 Vincenti Ct., Novi MI 48375  
248-536-3100 x 104  
[cmorse@tln.lib.mi.us](mailto:cmorse@tln.lib.mi.us)

## Appendix II

### The Library Network Minimum Requirements for ILS

Approved by the Shared Automation Users Group Executive Committee June 12, 2014

The Library Network (TLN) is a public library cooperative with 75 members in southeast Michigan. The shared automation system is used by 51 of those member libraries in 55 buildings. We have a patron database of about 700,000, approximately one million bibliographic records with five million copies attached, and a combined annual circulation of about 8.5 million. TLN administers the system centrally, all cataloging is centralized, and TLN also administers a wide area network (fiber and cable) for access to the shared system and the internet. We have been a SirsiDynix customer since 2004 and are approaching the end of a multiyear maintenance agreement, and we have decided that this is an appropriate time to evaluate the library automation marketplace to determine our future direction. We expect that our next system will have all of the functionality of our current system as outlined by the following list:

The following modules must be currently available and not in beta test:

- Cataloging
- Circulation
- Online Catalog
- Serials
- Acquisitions
- Data Analytics

The system must support the following consortium features:

- Three levels of policy control; consortium, library, and branch
- Consortium level patron and material types
- Policies defined at local library level, including loan periods, grace periods, fines and fees, and patron delinquency thresholds

- Centralized cataloging with holding records attached locally
- Search displays can be configured to show local library holdings first
- Vendor must have demonstrated experience with consortia, including at least two current customers with a minimum of 30 independent libraries and 5 million annual circulation

The system must support multiple SIP2 interfaces, including:

- PC time management and print systems including Envisionware and Comprise Smart Access Manager
- Electronic resources vendors including Overdrive, Baker & Taylor, Recorded Books, Freegal, E-Calendar, Comics Plus, Zinio, Hoopla, Odilo
- Self check, RFID, and security systems including Vernon Library Supply, Bibliotheca (3M), Checkpoint, Central Technologies, Envisionware, and Tech Logic

The system must be able to interface with the following third party vendors:

- Unique Management Services (collection agency)
- Enhanced content providers including Syndetics, NoveList, and LibraryThing for Libraries
- Print and AV vendors including Baker & Taylor, Brodart, Ingram, Midwest Tape, EBSCO, Gale/Cengage, Proquest, WT Cox, and Recorded Books

The online catalog must be able to accept online credit card payments

A web based staff client (including mobile circulation) must be in general release or in development

## Appendix III

### Shared Automation System Participating Libraries

[Addison Township Public Library](#)  
[Allen Park Public Library](#)  
[Auburn Hills Public Library](#)  
[Belleville Area District Library](#)  
[Berkley Public Library](#)  
[Brandon Township Public Library](#)  
[Brighton District Library](#)  
[Chelsea District Library](#)  
[Clawson Blair Memorial Library](#)  
[Commerce Township Community Library](#)  
[Dearborn Heights - Caroline Kennedy Library](#)  
[Dearborn Heights - John F. Kennedy, Jr. Library](#)  
[Dexter District Library](#)  
[Ecorse Public Library](#)  
[Ferndale Public Library](#)  
[Flat Rock Public Library](#)  
[Franklin Public Library](#)  
[Garden City Public Library](#)  
[Hamtramck Public Library](#)  
[Hazel Park Public Library](#)  
[Highland Township Public Library](#)  
[Huntington Woods Public Library](#)  
[Inkster Leanna Hicks Public Library](#)  
[Lincoln Park Public Library](#)  
[Livonia Civic Center Library](#)  
[Livonia Alfred Noble Library](#)

[Livonia Carl Sandburg Library](#)  
[Lyon Township Public Library](#)  
[Madison Heights Public Library](#)  
[Manchester District Library](#)  
[Melvindale Public Library](#)  
[Milford Public Library](#)  
[Northville District Library](#)  
[Novi Public Library](#)  
[Oak Park Public Library](#)  
[Oxford Public Library](#)  
[Pontiac Public Library](#)  
[Redford District Library](#)  
[River Rouge Public Library](#)  
[Riverview Public Library](#)  
[Romulus Public Library](#)  
[Royal Oak Public Library](#)  
[Salem-South Lyon District Library](#)  
[Southgate Veterans Memorial Library](#)  
[Springfield Township Library](#)  
[Taylor Community Library](#)  
[Trenton Veterans Memorial Library](#)  
[Walled Lake Library](#)  
[Waterford Township Public Library](#)  
[Wayne Public Library](#)  
[White Lake Township Library](#)  
[Wixom Public Library](#)  
[Wyandotte Bacon Memorial District Library](#)