



REQUEST FOR PROPOSAL

for

Integrated Library System (ISL)

Deschutes Public Library

CLOSING DEADLINE: May 12, 2017 at 8:00 a.m.

**PLACE: Deschutes Public Library
Administrative Offices
507 NW Wall St.,
Bend, OR 97703**

SCHEDULE

The RFP will proceed in three phases:

Phase 1: Written Proposals

Phase 2: Product Demonstrations

Phase 3: Negotiation & Award

Timeline dates:

RFP Advertised	April 3, 2017
RFP released:	April 10, 2017
Proposals due:	May 12, 2017
Completion of proposals review:	June 30, 2017
Product demonstrations completed:	August 31, 2017
Negotiation and award:	September 29, 2017
Product implementation completed	June 30, 2018

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SECTION 1: Notice

1.1

REQUEST FOR PROPOSALS (“RFP”)

Integrated Library System

Deschutes Public Library District (hereinafter referred to as “DPL”) is requesting proposals for a forward facing Library Services Platform or Integrated Library System (hereinafter referred to as “ILS” or “platform”) product(s) that meets the needs of DPL. Areas of consideration include technical standards, affordability, open to sharing catalogs with other library districts/systems, sharing databases, shared development, and connection to third party products. DPL will accept responses until no later than 8:00 am on **May 12, 2017** (closing) at the Deschutes Public Library, 507 NW Wall St., Bend, OR 97703 and will result in an exclusive contract to meet DPL’s ILS needs.

DPL serves Deschutes County with facilities in Bend, Redmond, La Pine, Sisters, and Sunriver with a floating library collection between the six DPL branches. DPL also provides contracted ILS services to Jefferson County Public Library (JCPL) and Crook County Library (CCL). This is not a consortium but rather a shared environment for which the three library districts share the ILS and materials borrowing.

The platform should accommodate this shared environment with understanding the many modules (such as acquisitions and serials) must be fully independent of the other districts but also allow for improved workflow efficiencies in areas where work does not need to be duplicated (such as cataloging). The platform should allow for the continued materials borrowing agreement as well as a floating library collection for the six DPL branches.

This RFP, including contract terms, conditions and specifications, may be obtained from Lynne Mildenstein at lynnem@deschuteslibrary.org and shall be available for review at the above address beginning **April 3, 2017** until closing. Sealed proposals must be hand delivered or mailed to Lynne Mildenstein at the above address. No proposals will be received after closing. Electronically transmitted proposals (including faxed and emailed proposals) will not be opened and will be rejected as nonresponsive. Proposals will be opened directly after **8:00 a.m. PST on May 12, 2017**. Per DPL Rule 137-047-0300(3)(d), no prequalification for proposers is required. Selection committee members may not be contacted or solicited.

PUBLISH: **April 3, 2017**, “The Bulletin”

DATED this March 31, 2017.

DESCHUTES PUBLIC LIBRARY, BEND OREGON
Lynne Mildenstein
Assistant Director

1.2 Detailed Scope of work

DPL is open to a vendor supported open source ILS or a vendor owned ILS, using on-site servers, virtual hosting, or a true cloud based system; or a redundant combination of both. *Preference will go to online cloud based, shared systems with a multi-system redundancy.* Functionality, product growth, cost and quality of customer support will be the main determining factors for which the vendor and system are selected. It is important that the platform be packaged and presented as completely as possible and that, excepting new development, we will not be required to make later additions to the platform. The platform must be robust enough to handle our complicated holds and sharing matrix.

More than simply replicating legacy systems in a shared or cloud-computing environment, we are issuing this RFP with the expectation of contracting for a unified set of services that exceed traditional ILS capabilities. *Respondents are strongly encouraged to respond with functional details and to convey how their service would work in a shared environment to achieve the outcomes described in the RFP.*

The ILS should do each of the following:

- The platforms should be logically structured with key circulation, collection, and activity data accessible to DPL for reporting and analysis.
- The platform should interface electronically with other libraries, vendors and suppliers to be able to send and load records and invoices.
- It is important that the platform offer basic functionality of circulation (including lending agreements such as: lending agreements with other library districts, lending with schools, lending to outreach facilities and Interlibrary Loan).
- The platform should offer core cataloging, acquisitions, serials, patron discovery and self-management.
- The platform should offer efficient eBook and eResource third-party integration within the database and the online catalog.
- The platform should provide ecommerce functionality for patrons to pay fees online.

- The platform should interface comfortably with mobile devices for patron access and eBook/eAudiobook loading on tablets and phones.
- The core system needs to be reliable and responsive, provide user control of indexing and system settings, and is not subject to slow down under excessive or high use.
- There must be a method to promptly restore the platform to the point of failure without appreciable data loss.
- The platform should be able to run in a virtual environment, either on premise, or in an off premise hosted facility.
- The platform should be structured in a way to adapt to future development in the library world. Screen-scraping is not an acceptable solution.

Deschutes Public Library serves Deschutes County with facilities in Bend, Redmond, La Pine, Sisters, and Sunriver with a floating library collection between the six DPL branches. DPL also provides contracted ILS services to Jefferson County Public Library and Crook County Library. This is not a consortium but rather a shared environment for which the three library districts share the ILS and materials borrowing. The platform should accommodate this shared environment with understanding the many modules (such as acquisitions and serials) must be fully independent of the other districts but also allow for improved workflow efficiencies in areas where work does not need to be duplicated (such as cataloging). The platform should allow for the continued materials borrowing agreement as well as a floating library collection for the six DPL branches.

DPL also provides library delivery and hold fulfillment services to 26 Deschutes County schools within two school districts. The platform should be easily expandable to incorporate the addition of other libraries and/or sites with minimal need for hardware exchange or additional costs.

SECTION 2 - INSTRUCTIONS TO PROPOSERS

2.1 GENERAL

Proposers shall study carefully and conform to these "Instructions to Proposers" so that their proposals will be regular, complete and acceptable.

2.2 PROPOSALS

All proposals shall be legibly written in ink or typed and must comply in all regards with the requirements of this solicitation.

Proposals carrying orders or qualifications may be rejected as irregular.

All proposals shall be signed in ink in the blank spaces provided herein (Section 4). If the proposal is made by a firm or partnership, the name and address of the firm or partnership shall be shown, together with the names and addresses of the members. If the proposal is made by a corporation, it shall be signed in the name of such corporation by an official who is authorized to bind the proposer.

2.3 SUBMISSION OF PROPOSALS

Five (5) copies of proposals must be submitted (one marked as original) in sealed envelopes marked "CONFIDENTIAL: INTEGRATED LIBRARY SYSTEM" bearing on the outside the name and address of the proposer, the name of the project for which the proposal is submitted and the time and date of the proposal opening. If the proposal is forwarded by mail, the sealed envelope containing the proposal and marked as directed above, must be enclosed in another envelope addressed to Lynne Mildenstein, Assistant Director, Administrative Office, Deschutes Public Library, 507 NW Wall St., Bend, OR 97703.

Faxed or electronically delivered proposals shall be rejected as non-responsive.

2.4 RECEIPT AND OPENING OF PROPOSALS

Proposals shall be submitted prior to the time fixed in the advertisement for proposals. Proposals received after the time so designated will be considered late proposals and will be returned unopened.

No responsibility will be attached to any official of the DPL for the premature opening of, or the failure to open, a proposal not properly addressed and identified.

2.5 WITHDRAWAL OF PROPOSALS

Any proposals may be withdrawn prior to opening, pursuant to DPL Rule 137-047-0440.

Proposers' proposals shall be valid for at least 180 days from RFP opening. The expiration date must be included in proposal.

2.6 MODIFICATION

Any proposer may modify its proposal per DPL Rule 137-047-0440 by registered communication at any time prior to the scheduled closing time for receipt of proposals, provided such communication is received prior to the closing time. The communication should not reveal the proposal price but should provide that the final price or terms will not be known until the sealed proposal is opened.

2.7 ACCEPTANCE OR REJECTION OF PROPOSALS

Any evidence of collusion between proposers may constitute cause for rejection of any proposals so affected. In the award of the contract, DPL will award the contract to the proposer whose proposal is deemed best for the public good. DPL reserves the right to accept or reject any or all proposals. Only one proposal will be accepted from any one firm or association.

2.8 ADDENDA AND INTERPRETATIONS

Statements by DPL staff or its representatives are not binding on DPL, unless confirmed by written addendum. Addenda will issue and proposers shall receive addenda per DPL Rule 137-047-0430 and as follows: DPL will not mail notice of addenda, but will publish notice of any addenda on DPL's website. Addenda may be downloaded off DPL's website. Proposers should frequently check the DPL's website until closing (i.e., at least once weekly until the week of closing and at least once daily the week of closing).

Requests for interpretations shall be submitted in writing and addressed to Lynne Mildenstein, Assistant Director, in the same manner as solicitation protests per DPL Rule 137-047-0730. To be given consideration, such requests must be received at least **SEVEN (7)** days prior to the date set for the opening of proposals. Any and all such interpretations will be posted with addenda on the DPL's website, as above. Failure of any proposer to receive any such addenda or interpretation shall not relieve such proposer from any obligation under this RFP. All addenda so issued shall become as much a part of the solicitation documents as if bound herein.

2.9 NONDISCRIMINATION

Submittal of a proposal in response to this RFP evidences proposer's agreement that, in performing the work called for by this proposal and in securing and supplying materials, proposer has not and will not discriminate against: 1) any person on the basis of race, color, religious creed, political ideas, sex, age, marital status, physical or mental handicap, national origin or ancestry unless the reasonable demands of employment are such that they cannot be met by a person with a particular physical or mental handicap; and 2) a subcontractor in the awarding of a subcontract because the subcontractor is a minority, woman, or emerging small business enterprise certified under ORS 200.055, or a business enterprise that is owned or controlled by, or that employs a disabled veteran as defined in ORS 408.225.

2.10 FAILURE TO SUBMIT OFFER

If no offer is to be submitted, do not return the RFP. Failure of the recipient to offer, or to notify the issuing office that future solicitations are desired, will not result in removal of the name of such recipient from the mailing list for the type of supplies or services covered by the solicitation.

2.11 PREPARATION OF OFFERS

Proposers are expected to examine the specifications, schedules and all instructions. DPL is not liable for costs associated with preparation of proposals in response to this RFP.

2.12 SPECIFICATIONS LIMITING COMPETITION

Proposers may protest the procurement process or provisions of this RFP pursuant to DPL Rule 137-047-0730. Protests shall include all information required by ORS 279B.405, including a statement of desired changes to the procurement process for this RFP. Such protests shall be in writing, labeled "Solicitation Protest; Integrated Library System" and addressed to:

Lynne Mildenstein, Assistant Director
Deschutes Public Library
507 NW Wall St.
Bend, OR 97703

Such comments shall be submitted to DPL no later than **SEVEN (7)** days prior to the opening date. No comments will be accepted after that time.

2.13 EMPLOYEES NOT TO BENEFIT

No employee or elected official of DPL shall be permitted to receive any share or part of this contract or any benefit that may arise there from.

2.14 DPL FURNISHED PROPERTY

No material, labor or facilities will be furnished by DPL unless otherwise provided for in the RFP.

2.15 PROTEST OF AWARD

The award of the Contract by DPL's Board of Directors shall constitute a final decision of DPL to award the contract if no written protest of the award is filed pursuant to DPL Rule 137-047-0740 with DPL within **SEVEN (7)** calendar days from the notice of intent to award. If a timely protest is filed, the award is a final decision of DPL only upon issuance of a written decision denying the protest and affirming the award. DPL will not entertain a protest submitted after the time period established in this Section.

2.16 REIMBURSEMENT

There is no express or implied obligation for DPL to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

2.17 INTERGOVERNMENTAL COOPERATIVE PURCHASING STATEMENT

DPL grants to other Oregon public governmental agencies authorization to establish contracts or price agreements under the terms, conditions and prices of any contract between the awardee and DPL resulting from this RFP.

2.18 PERFORMANCE BOND

The successful proposer shall provide, within thirty (30) days after receiving the Notice of Award, a performance bond in an amount equal to 100% of the Contract amount and shall be dated concurrent to, or subsequent to, the date of the Contract.

2.19 PROPOSAL BOND

Each proposal shall be accompanied by a proposal bond in the amount of five percent (5%) of the proposal price. The bond is to be furnished by the company who will build the equipment proposed. Proposal bonds by salespersons, agents of the manufacturer, or persons or entities other than the manufacturer, are not acceptable.

2.20 RESERVED RIGHTS

DPL reserves the right:

- A. To reject any proposal not in compliance with all prescribed public bidding procedures and requirements.
- B. To reject for good cause any or all proposals upon DPL's written finding that it is in the public interest to do so.
- C. To reject any and all proposals not meeting or differing from the specifications set forth herein.
- D. To waive any or all informalities in the proposals submitted.
- E. To consider the competency and responsibility of proposers in making any awards.
- F. In the event that two or more proposals are identical in price, fitness, availability and quality, award shall be made in accordance with DPL Rule 137-046-0300.
- G. In the event any proposer or proposers to whom a contract is awarded shall default in executing said formal contract or in furnishing a satisfactory performance bond within the time and manner herein after specified, to re-award the contract to another proposer or proposers.
- H. To hold the three most responsive proposals and accompanying checks or bonds under consideration until the final award is made, provided that DPL shall award the contract within 180 days after the proposal opening date.
- I. To extend the deadline for submitting proposals, in according with DPL Rule 137-047-0430(3).
- J. To negotiate additions or deletions to equipment and/or services.
- K. To include liquidated damages of \$150 per day for each day the equipment is not delivered as set forth in the contract, barring circumstances beyond Contractor's control.

2.21 PRODUCT LIABILITY

Proposer shall provide a product liability coverage minimum of \$5,000,000.

2.22 NO WAIVER OF LEGAL RIGHTS

DPL shall not be precluded or stopped by any measurement, completion and acceptance of the work and payment therefore from showing that any such measurement, estimate or certificate is untrue or incorrectly made, or that the work or materials do not conform in fact to the contract. DPL shall not be precluded or stopped, notwithstanding any measurement, estimate, or certificate, and payment in accordance therewith, from recovering from contractor and his/her surety such damages as it may sustain by reason of his/her failure to comply with the terms of the contract. Neither the acceptance by DPL, nor any representative of DPL, nor any payment for acceptance of the whole or any party of the work, on any extension of time, nor any possession taken by DPL, shall operate as a waiver of any portion of the contract or of any power herein reserved, or any right to damages herein provided. A waiver of any breach of the contract shall not be held as a waiver of any other subsequent breach of the contract.

2.23 NEGOTIATION

DPL may negotiate specification modifications and the contract price as permitted by DPL's public contracting rules.

SECTION 3 - SCOPE OF WORK

3.1 KEY FUNCTIONALITY REQUIREMENTS

Review the information in this section, answering all specific questions and also providing us with an overview of the capabilities and functionality within your system that relate to each area.

For each area, describe how your company and your ILS will help us achieve these goals.

3.2 GENERAL INFORMATION ABOUT DESCHUTES PUBLIC LIBRARY

The following figures were obtained on January 31, 2017, and are subject to change:

Population served	172,000
Bib records	238,032
Item records	389,232
Serial check-in records	1,019
Patron records	85,887
Order records	81,180
Authority records	193,795
Vendor records	264
Annual circulation (first time)	Physical – 1.9 million; Digital – 438,532
Agencies/branches	DPL – 6 branches; JCLD & CCL; 25 off site
Self-check units	16
Library website	www.deschuteslibrary.org

3.3 COSTS

Cost quotes and payment terms should be included for all software, services, and recommended equipment. Use the table below to indicate costs for components. Indicate payment schedule.

- If your system does not have a specific line item, indicate that with an N/A in the appropriate columns.
- Feel free to add items to the cost table if you have items which do not fit into the specific categories.
- Costs for all modules and add-on functionality need to be included in the cost table.
- Prices for the initial purchase, implementation, and 5 years of maintenance should be included for each item.
- We may be interested in purchasing hardware independently if hardware is required. Indicate if hardware must be purchased through your company or if other options are available.

Description	Initial/ Implementation	Year 1	Year 2	Year 3	Year 4	Year 5
Core Functionality <ul style="list-style-type: none"> • Circulation • Acquisitions • Serials • OPAC • Cataloging • Reports • Homebound • ILL • Administration 						
Reporting and Analytics						
ERM						
Inventory						
Indexing						
Authority Control Processing						
EDI for all of Acquisition						
SIP/SIP2/NCIP						
Patron API						
Catalog API						

Description	Initial/ Implementation	Year 1	Year 2	Year 3	Year 4	Year 5
Offline Circulation						
Phone (analog & digital), email, and text messaging notification						
Enhanced Record Content (Syndetics, Novelist, etc.)						
Unified Discovery srvc.						
Z39.50 client/server						
eCommerce for Public						
eCommerce for Staff						
Hardware purchase & maintenance						
Hardware installation						
Hosted hardware option						
Data migration services						
Database licenses						
Database software tools						
Training						
System Monitoring Software						
Consulting						
Options						

3.4 DISCOVERY AND USER EXPERIENCE

The platform used by DPL customers to interact with library collections and their accounts should incorporate up-to-date coding standards and practices and present an equitable experience on all modern browsers and devices. The platform should enable users to locate and access all of the library's resources efficiently. It must be capable of integrating resources across multiple physical locations/collections and from an array of digital sources. It should also allow, enable, and encourage in-house and/or external development locally, using vendor-supplied tools or configuration files, through user communities, and from third-party providers.

The platform should empower users by allowing them to customize and manage their experience. The platform should not place the burden of interpretation on the user. It should never leave the user at a dead end, or without a path to help. The platform must have a consistently clean, responsive, and intuitive design and should be fully functional on the device of the customer's choosing.

1. Describe how the platform will help users discover and access all library-provided resources regardless of format or resource type and regardless of physical location or digital point of origin.
2. How does the platform clearly identify what is and is not immediately available to the user? How will it provide accurate information about accessing those resources that are not immediately available? How does the platform display differently when results are successful versus unsuccessful?
3. Please list vendors whose content can be integrated into search results and note the method (API, import/export, screen scrape, etc.) and degree of integration. Please expand on this feature and ease of implementation.
4. Are users able to control the scope of or refine their searches by facets and/or criteria such as availability, location, creation or publication date, edition/version, format or resource type, and language? Please distinguish between options that are available pre-search versus post-search. To what degree can these options be set by local system administrators?
5. Describe how the platform facilitates patron searching. Specifically, how does the platform facilitate open-ended searches, known item searches (such as a known author or known title) and keyword searches? Can the platform intelligently process a generic search (e.g. kids DVD's, biographies, etc.) and return relevant results?
6. What are the differences, if any, between searching in the public interface versus the staff client? Please include the index sources are for each interface.
7. How are library holdings and availability presented in the public interface?
8. How are physical holdings distinguished from digital holdings and/or content from licensed eResources? How are access options conveyed specific to distinct format(s) and possible licensing or borrowing restrictions?

9. When displaying search results, what type of sorting options are available? Are sorting options locally configurable? How does the platform determine relevance when sorting by relevance? Can relevance algorithms be locally tuned or configured?
10. What options are available for advanced searching? Are these options locally configurable?
11. Does the platform will use words, phrases, conventions, and concepts that are familiar to the user? Please expand.
12. What options are available to help customers identify alternate search strategies when their search is unsuccessful? Does the platform recommend alternate subjects or titles? How does the platform handle spelling errors when searching?
13. What supplemental information will the platform provide about titles, such as: book covers, reviews, tables of contents, author information, recommendations of similar titles, and content previews? How much of this content is provided by the platform vendor and what must be acquired from a third party? Which third-party content is compatible with the platform?
14. How can the search interface or search results be integrated or embedded into external sites? How can catalog content and search results be syndicated and represented in these sites?
15. Describe the tools available for local modification or customization of the online catalog interface and self-check stations. Can these interfaces be modified locally by directly editing underlying code or source files? Can the online catalog interface be customizable between the three different libraries for which DPL shares the ILS and catalog? In regards to the online catalog interface, how would you rate the customization options:
 - a. Exceptional – every aspect of the online catalog can be locally configured
 - b. Good – most aspects of the online catalog (record displays, search results) can be locally configured, but some features either cannot be changed or must be set by the vendor
 - c. Average – in addition to branding, only locally configurable options are areas like sidebars, headers, and footers
 - d. Poor – the only locally configurable options available are for branding, colors, etc.
 - e. None – there are no locally configurable options for the online catalog
16. How is the platform accessible by users with disabilities? Does the online catalog use an adaptive design or rely on a separate mobile site?
17. How is the platform accessible by users with varying levels of technical experience? Explain how it will be accessible on a wide variety of technology platforms and devices.
18. Describe how the platform will allow the user to manage his or her own experience and activity including the following: 1) requesting (including pausing or freezing holds), checkout (and checkout history) and renewals; 2) search preferences; 3) personal lists; 4) rating, reviewing, and tagging titles; 5) subscribing to and sharing content; and 6) registering online for a library card. To what degree is each of these features locally configurable?

19. What degree of control do customers have over the information in their library account? Describe how customers will be able to manage and update their account information.
20. Describe how the platform will help users recognize, diagnose and recover from errors such as failed searches, spelling mistakes, and denial of renewals or holds. Can each library district/system customize the error messages?
21. Describe how the platform will easily allow bib, volume, and item level holds. Describe easy-to-understand item-specific requesting – i.e., the ability to place holds on and receive season 1, then season 2, then season 3 of a DVD set, in order.
22. Is there a “staff view” of the online catalog? How does it differ from the standard experience?
23. Records are updated in real time. How does the system reflect these real time changes both in the staff interface as well as the online catalog?
24. How does the platform handle a patron’s reading history? Who can access patron reading history and for what purposes?

3.5 STAFF FUNCTIONS

DPL requires a solution to efficiently manage the technical operations of all libraries participating in the shared ILS environment. We are seeking a solution that supports the discovery, acquisition, description, maintenance and addition of all library formats, including the tracking and allocation of resources in an efficient and responsible manner. The platform should be flexible enough to accommodate individual institutional preferences while retaining the ability to eliminate duplicate record-keeping and redundant procedures across member libraries. In addition, the platform must support the processing and preserving of items for their continued use. It should also be able to facilitate management of the growing world of electronic resources while providing the tools to manage the tangible collections in member libraries.

3.6 ACQUISITIONS

DPL is completely independent in fund management and acquisitions processes though we share a common bibliographic database with two other library districts/systems. The selected platform must support the same level of independent functionality for each library system while taking advantage of opportunities for possible sharing of data.

1. Describe the platform’s supported acquisitions workflows (manual or batch entry) from selection through receiving and payment. Address varying order formats, (subscription, standing order, firm order) as well as each key point within the workflow (selection, order, encumbrance, claim, receiving, invoice creation, and payment/expenditure).
2. How is vendor data created, stored, shared, and used within the platform, both across different functional areas and across a shared environment with other libraries within the system?

3. Does the platform support ftp ordering, one click ordering, or EDI ordering? Explain how data sent and received is integrated across different functional areas of the platform such as bibliographic, serials, and acquisitions. Can these transactions be fully automated?
4. Explain the platform's ability to import bibliographic records individually or in batches including, but not limited to, the automatic creation of order, invoice and/or item records from data supplied by the individual institution's materials vendors, or through other MARC files.
5. Does the platform have the ability to apply record templates to records loaded through a batch system? Please expand.
6. What is the fund structure and transaction functionality for acquisition payments and the invoice creation and payment workflow? Does the platform allow for a variety of hierarchy levels per fund? What types of transactions are supported and differentiated within each fund (such as encumbrance, expenditure, transfer, allocation)?
7. Clearly define existing limits in the number of transactions per fund, the limits in number of transactions per order (serials payments), maximum number of funds, and longevity of transaction data maintained (as for reporting purposes) within the platform. Can multiple funds be used to pay for a single order? Can multiple payments be made on a single order?
8. Does the platform allow for multiple individual libraries' funds management and acquisitions processes? Specifically, does the platform allow for individual libraries to operate simultaneously and completely independently in all acquisitions functions? Does the platform allow for the ability to limit maintenance, management, and reporting on an individual's library funds to only that library?
9. Does the platform have the ability to integrate with financial management systems? Expand as necessary.
10. Describe both how order data is connected to—and impacts—other data (bibliographic, item, etc.) within the platform. Explain how order data is stored in relationship to bibliographic and item data including but not limited to linking an order record to bibliographic data.
11. How does the platform identify unique bibliographic or order data or, conversely, how the platform appends to already existing data when bringing in data transfers?
12. Explain the elements within the order data, including an explanation of whether each element is fixed or variable fields. Are there any limits to the data fields including limits to repeatability of elements and any character limits within fixed and variable fields?
13. Will the platform be capable of closing by a variety of fiscal-year options (for example, biennium versus calendar year)? Please explain how fiscal-year close functionality works within a shared system across multiple library districts. In what format and for how long can fiscal close records be retained?
14. What records or data are stored in the platform from acquisition processes and for how long? Can individual institutions choose custom retention periods for specific kinds of data?

What kind of audit trail is available for order records and fund reports? Are reports available in print and electronic formats for storage? For how long are reports available?

15. Can the platform support the generation of statistics from acquisitions records? If so, please expand on the platform's acquisitions and financial reporting functionality, including level of customization and whether the platform allows for the scheduling of reports. Address reporting on funds and financial transaction data including which elements within order records are available for reporting.
16. What granularity does the platform provide in setting user permissions in reference to acquisitions data? Does the platform allow for 'view only' of order data without allowing for the manipulation of the acquisition information?
17. Describe how the platform supports the integration between interlibrary loan and acquisitions to provide support for requested materials acquisition. What interlibrary loan functionality is available within the platform? Does the interlibrary loan function require any additional service, software, or contract with outside providers to be utilized? How does the platform allow for independent interlibrary loan modules per library district in our shared environment?

3.7 SERIALS & eRESOURCE MANAGEMENT

DPL, as well as the other library districts that share our database manage their library's serials subscriptions through the ILS. While bibliographic records are added by the three cataloging institutions, individual libraries manage their own serials materials locally. We must have a system that allows local control while sharing common parent/bibliographic records.

1. How does the platform support core print serials management tasks, including pattern creation, issue check-in, update of holdings records, claiming, labeling, and binding?
2. How does the platform support the creation of date prediction patterns and enumeration patterns for check-in purposes? Describe the platform's ability to reuse prediction and enumeration patterns. Which, if any, of these patterns are automated within the platform?
3. Fully describe the platform's functionality in terms of individual issues and the ability to manually manipulate the data per issue. Does the platform support for manual creation of prediction pattern for check-in? Does the platform allow for individual issue check-in and issue creation? How does the platform support individual issue claiming?
4. Does the platform allow for any batch/automated processes in reference to serials maintenance and check-in?
5. Does the platform have the ability to generate item data based on issue check-in? Specifically, include a full description of elements within such item data that would allow individual issues, bound volumes, supplements, and other parts to be registered and differentiated within an item record.
6. Describe the platform's ability to accommodate simultaneous and completely independent print serials management functions within a shared system. How does the platform allow for independent holdings records, reflect different retention schedules, allow for varying

binding decisions, allow for library-specific subscription periods, and allow for library-specific retention and processing notes?

7. Explain the platform's support for the check-in of multiple instances of a given title. For example, one subscription to a title might include individual issues, bound volumes, supplements, and possibly other parts, each received on a regular or irregular basis. Describe how each of these parts can be accommodated and distinguished, either within a single record or on separate records. Describe how the same title and same issue can be checked in at a variety of locations, such as at individual branches, within the system.
8. Describe the platform's support for varying methods of reflecting access to e-content, both through catalog integration (i.e., MARC record loading) and through alternate means (utilization of knowledgebase, APIs, etc.).
9. Explain the platform's integration of all subscription management across different functional areas, for both print and electronic resources. Define how order and payment, subscription, licensing and holdings data are connected within the platform.
10. How does the platform set user permissions in reference to serials data? Does the platform allow for 'view only' of serial data without allowing for the manipulation of the information?
11. What is the platform's integration of serials claiming across workflows? How does the platform allow for individual institutions claiming within a shared environment?
12. Explain the platform's support for generating statistics from serial records (number of active subscriptions, number of pieces received, etc.).
13. Does the platform allow for multiple individual serials processes for each library branch, system, and district? Specifically, does the platform allow for individual libraries to operate simultaneously and completely independently in all serials functions?

3.8 CATALOGING

Cataloging between Deschutes Public Library, Crook Country Library and Jefferson County Library happens in a variety of workflows. Original cataloging is done by Deschutes Public Library, batch cataloging records are loaded from vendors, and copy cataloging is done within each of the library systems. Other non-catalogers can create temporary records and create items records. The platform must support multiple historic and future standards for description in multiple frameworks, provide reliable and flexible importing and exporting of records, and provide support for both shared and local metadata. The platform should also support future metadata frameworks and schema, reporting functionality that facilitates the extraction and complete manipulation of data by the institution(s), and the capacity for extensive interoperability with external systems.

1. Describe the platform's support for core cataloging tasks, including creation of original bibliographic records, use of bibliographic utilities and external data sources for copy cataloging functionality, and itemization within the platform. Specifically address the platform's support for records adhering to legacy rules (AACR2), newly-adopted rules (RDA), as well as transitional hybrids (AACR2/RDA hybrid). The platform must be capable of importing and exporting bibliographic, holding and authority records in MARC 21 format and future frameworks from OCLC Connexion and WorldCat.

2. How does the platform display valid and invalid MARC content designators (indicators, field tags, subfield codes), both on staff workstations and through any public display? Specifically, describe the level of customization of such display possible in a shared environment, including, but not limited to, staff workstations, public interface, Web browser, and mobile devices and platforms. Which of these customizations are universal across the entire platform and which can be customized per library institution?
3. Does the platform support the import and export of MARC 21 bibliographic, holdings and authority records, both individually and in batch? Detail flexibility of record import/export processes and profiles, including description of integration of third-party solutions, (e.g., MARCEdit).
4. Explain how the platform allows for the creation of items and/or orders at the time of bibliographic data import.
5. How does the platform identify unique bibliographic data or, conversely, how the platform appends to already existing data when importing bibliographic data? How will duplicate records be avoided if multiple institutions purchase the same record sets? How will designated fields be protected from overlay? How will these records be displayed in a shared environment?
6. Describe the shared environment or local institution's ability to manipulate data during record loads. For example, adding fields, deleting fields, etc.
7. What records can be shared across institutions to streamline workflow (bibliographic, authority, order, check-in, item, license, patron, fiscal, vendor, etc.)? Describe how dynamic or flexible record sharing is and the ease or difficulty of changing sets of records from local control to shared control?
8. Does the platform have workflow aids such as templates and macros, as well as any tools that support automation of parts of the descriptive workflow?
9. Explain how the platform supports the processing of physical materials including support for spine-label printing including local library label customization within a shared environment, as well as the platform's support for individual label or batch printing. How can these processes be scaled within the shared environment as well as locally managed? Also, describe the process for customizing multiple label layouts and printer options. If the platform does not support direct and customizable printing but instead requires any external solution, clearly state this, and explain necessary processes for individual and batch printing.
10. Provide a full list of all pre-configured indexes, and describe the platform's support for locally-created or locally-customized indexes. Are any of these indexes customizable? Are there any field length limits to the customized indexes? Are there any limits to the number of indexes allowed within the platform? Which of these customizations are universal across the entire platform and which can be customized per library district/system?
11. Describe the platform's support for local data within a shared environment, as relates to both display and protection of local data, (e.g., local notes or access points). Describe how

each institution will handle location information (binding information, donor information, processing notes, etc.) in a shared environment.

12. What notes fields are available throughout the platform? Are they public or staff view? What character limits are present on the notes fields? Are the notes fields universal across the entire platform or can they be customized per library district/system?
13. Describe the platform's ability to accommodate multiple library districts/systems locations and associated branches within the bibliographic record in a shared environment.
14. How are local and shared holdings set in WorldCat for library resources?
15. Does the platform support non-MARC metadata? If so, explain how the platform accommodates multiple content standards and encoding schemas including, but not limited to, Encoded Archival Description; Metadata Object Description Schema, and Dublin Core. Please include plans for incorporating future containers, alternative vocabularies and cataloging description methods.
16. Does the platform's current and intended future development support connections between different entity groups according to the FRBR relationship model? Please expand.
17. Fully explain and detail the platform's current and intended future support for linked data and/or BibFrame including cataloging workflow, content discovery, content updates and item specific data.
18. What level of granularity does the platform provide to set user permissions for bibliographic and item data? Does the platform allow for 'view only' of bibliographic or item data without allowing for the editing of data fields?
19. Can non-catalogers create brief bibliographic and item records?
20. Can the platform set permissions to limit the ability to delete bibliographic or item records?
21. Describe how the platform supports current standards for authority data and allows all relevant bibliographic fields to be authority controlled without intervention by solution vendor. Describe how the platform identifies which fields can be controlled.
22. How does the platform allow for the removal of records? Can records (order, item, bibliographic) be deleted and withdrawn in batch processes? Can records be retrieved if deleted unintentionally?
23. Does the platform provide standard data maintenance reports including, but not limited to, headings, data duplication, link checker, etc.?
24. Does the platform allow for duplicate barcodes? How does the platform check for duplicate barcodes? Can this functionality be customized per library district/system?
25. Does the platform have RFID functionality?

3.9 CIRCULATION

The circulation desk is an important point of contact with our patrons and this functionality plays a large role in the overall patron experience. DPL shares customers and materials among eight libraries across three library districts/systems and delivers holds for check out to twenty-six school libraries in two school districts. Flexibility, efficiency and self-customization, as needed, are of prime importance.

1. Circulation – Onsite, Self-Service, Remote, and Offline

- A. Please present a flow chart with all workflows. Specifically address: check-in and out local, check-in and out remote, check-in and out while offline.
- B. For all workflows, please describe at what points in the data update process records are ‘in use’ and cannot be accessed or edited further until saved.
- C. What functions require moving between screens?
- D. Currently, DPL supports three separate library districts utilizing one ILS but are not a consortium. Is there customization in your product that will allow us to continue to operate as separate districts using one system, but with different policies (e.g., loan rules)? Does your system support a consortium as well, if we were to move in that direction in the future?
- E. Describe the platform’s self-check functionality, including software and equipment requirements, eCommerce functionality, PCI compliance, and ease of use. Does the platform require any additional software or equipment requirements for use of the self-check features?
- F. Specific to the self-check system, describe self-service features of the platform, including placing holds, renewing items, updating personal information (e.g., address or phone number) and account settings (e.g., notification preferences). Are these features different using a self-check versus accessing the patron account using the online catalog? Please expand on these differences.
- G. How does the platform support remote and mobile circulation functions? Does the platform allow for the same circulation functions remotely as it does within the library?
- H. In the event of service outages, how does the platform ensure continuation of circulation to our patrons, including equipment needed for offline circulation? What kinds of activities would be unavailable? What is the process for synchronizing this data with the primary database when service is restored?
- I. What options are available for when exceptions need to be made, such as backdating check-in, overriding a due date, or overriding a hold?
- J. How does the platform handle closure dates when calculating fines, hold pickup days, and checkout dates? Does the platform allow for customization of these features per library district in our shared environment?

2. Customer Records, Registration, and Confidentiality

- A. How can new customer records be created? What options other than manual entry are supported (e.g., import from external databases)? Describe any record templates that would be available for new customer records.
- B. Is self-registration of customer records supported in the standard release? How customizable is the self-registration form and process? What fields in a self-registered record require staff intervention to complete? What abilities does a patron have if they self-register and what must they have staff intervention for access to? Is this customizable per library district?
- C. What safeguards are in place for prohibiting the creation of duplicate records under all methods of customer record creation?
- D. Explain how the platform supports using different barcodes or IDs as primary identifiers in a shared environment.
- E. Describe the platform's indexing of patron information, including the handling of complex/variant name forms and which fields are searchable as alternatives to name or library barcode number (e.g., email, phone, etc.). Are these fields repeatable and customizable? Are there any character limits to these fields?
- F. Does the system allow for the updating customer records both individually and globally? Please expand.
- G. Does the platform support linked or family cards, both on the staff and public side? What functions can be applied to linked/family accounts?
- H. What types of messages and/or notes can the customer record contain and what are their functionalities for both staff and the customer? What canned messages are available and how many custom messages can we create? Which messages are visible to the customers and which are visible only to staff? Are there any character limits to these fields?
- I. Describe how the platform protects customer confidentiality. Be as inclusive as possible.
- J. Describe the platform's ability to capture patron images, attachments and other digital data.
- K. How does the platform allow for the removal of patron records? Can patron records be deleted and withdrawn in batch processes? Can these records be retrieved if deleted unintentionally?
- L. What reports and statistics are available on demographical information within the patron record?

3. Holds

- A. Fully explain the workflow from the point of a request to delivery of the item to the customer at their specified pickup location.
- B. How does the platform determine paging priority if the item is available at more than one location? Describe configuration options for setting paging priority among the eight libraries in our shared system, including handling varying closure days.
- C. How does the platform handle paging of holds for titles with multiple bibliographic records, for titles with a single bibliographic record, and for specific volumes of titles which may be on separate or shared bibliographic records, all within a multi-library setting? What happens when a hold has been paged at all available libraries and remains unfilled? How and when can a hold queue be transferred?
- D. Does the platform allow for the each library district/system to customize, design and brand the print hold shelf slips, including the ability to anonymize customer data for self-service areas? Please expand if using third-party software.
- E. Does your system allow for global cancellation or freezing/pausing of holds across patron or item type? When a hold is released by the patron, how does the system then begin the hold process including paging slips, notifications, and item transits?

4. Fines

- A. What tracking does the platform provide regarding a patron's fine and billing history? Can fines and/or bills be reinstated if needed?
- B. How does your system handle refunds and negative fines?
- C. Does the platform allow the separate library districts/systems to accept credit and debit card payment at service desks, self-checks, and online? If so, what limits are there to this feature? What other types of payments can the platform accommodate?
- D. The three library district/systems need to be able to fully accept and then resolve the fines, bills and other payments between each library district/system. How does the platform facilitate this need?
- E. How does the platform handle adjusting or waiving fines and fees? What permissions are required and what tracking is available? Please expand.

5. Notices

- A. How does the platform track and store a customer's notice history and can each library system/district define the retention schedule for notices?
- B. Describe the types of notifications available and the ability of the library to customize them. Is additional software needed for notice customization?

- C. The platform should interface with third-party telephone notification system with the ability to provide SMS messaging. Describe the types of automated notifications the platform supports (email, text, etc.) available with the platform. Is additional software needed for the variety of notice outlets?
- D. Describe the platform's provisions for patron notification, including delivery systems, limitations on the number of delivery options per patron, and the ability to resend notices when needed.

6. Other

- A. Fully explain the platform's access to reporting functionality for circulation statistics at the library, branch, department, and workstation level, including canned and ad hoc reports, and emphasizing ease of use. How does each library or branch readily access and compile the information?
- B. What is the platform's inventory control process? Please address the following: special equipment; use of standard mobile devices such as smartphones and/or tablets; data reported back to the system; reports available based on inventory data.
- C. Describe your platform's outreach process, addressing the following: functionality on a mobile device; alerting to patron reading history at appropriate points; staff management tools included; patron rating tools.
- D. DPL has a floating collection between the six library branches and a borrowing/holding agreement with the other two library districts. Please explain how the platform allows for this continued or enhanced level of service.
- E. Please describe how patrons request materials through interlibrary loan. How does the system support these requests? What is the workflow associated with interlibrary loan? What third-party interfaces are supported for this process?

3.10 REPORTING AND STATISTICS

DPL requires robust reporting functionality and full access, including manipulation, to all records and data. All records in all modules on the platform must be accessible through reports. It is required that routine reports, including the ability to manipulate the data be run during open hours without degrading system performance in the public catalog or staff workflow.

1. The platform should allow for statistics to be collected across the platform by all data elements over a substantial period of time and the statistics results should be saved and recoverable. How does your system handle statistics? How long are statistics retained?
2. Fully explain the platform's reporting functions, including what data is accessible, what data is inaccessible, query language used, availability of canned reports, and level of ability to open-query the database. What data, if any, is not available for reports or statistics? Describe how data can be extracted across record types, including, but not limited to, order, vendor, item, bibliographic, serials, authority, holdings, and patron records.

3. Does the platform allow staff to generate reports on their individual library district's collections (for example, reports based on collection age, collection usage, etc.) in a shared environment? Are staff able to develop and store queries that retrieve lists of records (e.g. customer, bibliographic, item, order, etc.)? Can these queries be used to import or export data? Can the queries be scheduled?
4. Within our shared environment we have staff with varying levels of technical ability. Describe how the platform will accommodate those levels of expertise and still allow users to get the information they need. Describe the "canned" reports and availability of statistics to all library staff.
5. Describe how your platform allows for the manipulation and update of data through a batch process or individually as needed by the institution. Specifically describe how your solution supports Regular Expression, JSON, and SQL queries.
6. It is mandatory that the platform supports global changes to entire fields and subfields, and specific strings within fields and subfields in all record types including, but not limited to, order, vendor, item, bibliographic, serials, authority, holdings, and patron records. Please explain how the platform meets this requirement. Include a description of the listing or reporting functionality, ability to search across record types, and output methods. Describe what data is accessible, what data is inaccessible, how update queries commands are written, and level of ability to update the database. What fields cannot be edited, and why?
7. Specify how many patron statistical categories can be attached to each patron record, including as but not limited to the number of checkouts and renewals, the last circulation activity date, and current checkouts. Specific to the last circulation activity, how and when does the platform update this information?
8. Specify how your system tracks and reports transactions at all locations, by users of all libraries, including data/reports/tracking across the different libraries in the system.
9. Describe how your system can export statistical data to Excel or other analysis tools. Does the platform allow for import of data from an Excel or other software file?
10. DPL is particularly interested in how statistics and rules are applied when patrons access the online catalog. For example, how are renewals counted? To which library district/system are renewals credited when patrons log in from home? To which library district/system are payments attributed when making online credit or debit card payments in the online catalog?
11. Are first-time circulations counted separately from renewals?

3.11 ADMINISTRATION

DPL manages the ILS among eight libraries across three library districts. Ease of management is a large concern. We need a system where libraries can be treated individually when desired but one that also allows for streamlined management in areas of similarity.

1. Illustrate the platform's data model, including basic table structures, and indicating what data is or is not accessible for reporting or direct database access.

2. Describe how the platform codes the data and the associated table structures. Which of these are controlled and which are locally managed? Are there any limitations to number, length, and content of codes? How customizable are the codes? Is there a character limit to field data of these codes? Describe if the codes have additional labels associated with the code. Is there a character limit to field data of the label?
3. Explain the platform's levels of user permissions, access to a specific function or module, access to a single library unit (which may include multiple branches), and access to a specific branch only. Define what functions are involved in assigning varying levels of access. Be as specific in reference to user permissions as possible.
4. How does the platform differentiate and protect data per library, e.g., acquisitions fund accounting, serials holding maintenance, and local record editing? Expand as necessary.
5. Describe the platform's flexibility in assigning loan rules, controlling holds, and facilitating material transit in a shared environment setting, including accounting for days that libraries are closed and other variables.
6. Explain in detail the functionality the platform provides for record audits and recording/tracking of significant actions for all major record types, including but not limited to: creation, deletion, editing, overwriting, etc. Describe what versioning is available and for which record types as well as the roll back options and process. Can records be retrieved if deleted unintentionally? Which records are permanently lost if deleted and which would be recoverable? What permissions and restrictions are in place to safeguard the deleting of data?
7. Please explain the platform's programmatic access to server functions, customer authentication, and data via well documented APIs.
8. What is the level of server access available to administrators (e.g. hardware, OS, direct database access)?
9. Does your ILS platform allow for expansion or addition of libraries? What are the associated logistics and costs involved in the addition of libraries?
10. Describe the ability for staff to edit, add, or delete existing indexes and the ability to create a new index.

3.12 SERVER

DPL requires one of the following server capabilities:

1. The ability to host the ILS platform in a modern virtualized environment, utilizing Microsoft's Hyper-V, VMWare or Oracle box systems, with redundancy capability;

OR

2. The ability to host ILS platform in a co-located vendor environment where vendor provides server resource capacity and disaster recovery as needed;

OR

3. The ability to operate physical platform in a localized network operations center on DPL premises, in a private cloud environment.

Can your platform meet this requirement?

3.13 SYSTEMS/IT

DPL employs technology staff to maintain and customize many of the services that are provided to interface and communicate with the platform. Integration with online catalog computers, billing systems, point-of-sale systems, reservation and printing systems are just some examples of integrations that our technology staff maintain for “ease-of-use” to our customers. The platform must allow DPL technology staff to minimize time spent with basic system upkeep. Please respond to the following questions with regard to your platform offering:

1. What database manufacturer is being used in your platform (i.e. Microsoft SQL, Oracle, Postgres or MySQL)?
2. What database access methods and allowed levels of access are permitted by library technical staff with your system?
3. What query language or query methodology is permitted by library technical staff?
4. What remote access functionality is available for standard operations including administrative controls? Explain in detail the capability of your platform’s remote access features, and how are they managed by the DPL technical staff.
5. Describe your platform’s application program interface (API) capabilities and availability, specifically to accomplish integration with catalog search, interface with third-party discovery layers, and common library application vendors.
6. Do you support and/or sponsor a developer’s network centric to both your platform and API/third-party products?
7. Does your platform support TCP/IP communication protocol standards such as:
 - a. SIP/SIP2
 - b. NCIP
 - c. Z39.50
 - d. ANSI/NISO Z39.83
 - e. LDAP
 - f. Telnet/SSH
 - g. SOAP
 - h. XML/HTML
 - i. OpenURL
8. Does your system utilize a role-based access control (or RBAC) functionality that can be managed by technical staff to control access for all library staff, without vendor intervention? Describe the granularity of your access control system.

9. What is the disaster recovery methodology utilized to ensure the integrity of your system? Is there a secure back-up functionality to disk, NAS or SAN? Can your system be restored to “point-of-failure” or is it from prior back-up?
10. Briefly describe your product development cycle and timeline. Include major/minor version upgrades, updates, hot-fixes, and engineering changes.
11. Do you utilize a client/server access licensing model, and if so, what are the costs associated with adding additional licensing? What is the delivery timeline for request and receipt of additional licenses?
12. Integrated Library Systems are the most critical application for any library. They should be responsive, highly stable, and reliable. What is your system’s average rate of uptime and how is it measured?
13. In the event of standard equipment or software failure, what time period can DPL expect to have someone actively working on the problem? What time period can DPL expect to receive replacement parts or software mitigation?
14. What mechanism(s) are in place to quickly assess operational and performance characteristics of the server system?
15. Describe the extent to which the platform complies with laws and regulations governing the storage and use of “protected” user data. Examples of such laws and regulations include: Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA), and Payment Card Industry Data Security Standards (PCI-DSS).
16. The platform should provide integration of third-party & locally developed products. Specifically address the following:
 - a. Below is a partial list of products and data sources integrated with our current platform. Describe how your platform interacts with each of these products and services. If your system offers an alternative to these third-party products, describe. What are potential issues with your platform and our current third-party systems?
 - i. Bibliocommons
 - ii. Overdrive
 - iii. OCLC products and services

Does your system work require additional software for self-check ecommerce?

 - iv. LAT Media Dispenser
 - v. Pharos Print control and PC Reservation systems
 - vi. Sony Music Freegal
 - vii. CONTENTdm

Future:

 - viii. Automated Materials Handling Systems
 - ix. Point of Sale
 - x. RFID

- b. Below is a partial list of products we would like integrated with our current platform. Describe how your system interacts with each of these products and services. If your system offers an alternative to these third-party products, describe.
 - i. Orange Boy
 - ii. Collection HQ
 - iii. Esri GIS

3.14 MANDATORY

The following two points are mandatory in the selection of your platform:

1. The ILS should be fully functional in all modern web browsers (i.e., Microsoft Internet Explorer 9 or greater, Microsoft Edge, Google Chrome version 50 or higher, and Firefox version 48 or greater).
2. Direct database query access via any or all of the following common programmatic methods: T-SQL, ODBC, ADO.NET, C+/C++, C#, VB/Script, Named Pipes, Structured Query and/or JavaScript.

Can your platform meet this requirement?

3.14 OPTIONS

Describe additional features not covered elsewhere. Examples would be Community Resources, Event Calendar, or other functionality. Optional points may be applied to scoring sections.

3.15 MIGRATION AND TRAINING

1. Can you provide an implementation and training schedule which would allow us to go live with your system by June 30, 2018?
2. Describe the team that will manage our implementation and the project management tools that will be used.
3. What on-site training does your company offer? What off-site or web-based training do you offer? Describe what options are available and the costs involved with each option.
4. What training and support do you offer for initial system configuration?
5. What assistance does your company provide with customizing public-facing elements of the platform, such as the catalog or forms?
6. What ongoing training is available and what does it cost?
7. Post-migration, what does support look like? What is the process and timeline for transitioning from implementation-level support to general support?
8. Can patron history be retained in a migration process?

3.16 SUPPORT

The vendor must guarantee support for current releases of all databases and operating systems for the first twelve months after the release. We require an ongoing annual contract for support and maintenance.

1. Describe proactive monitoring your support staff does to maintain system health and prevent problems. What tools do they use? How is that information shared with customers?
2. What is your customer support structure? What are your customer support hours and resources for hardware support, operating system support and application/data support?
3. What are the hours and days of your live telephone support?
4. What technical assistance is available from your company for maintaining the platform and server software? Do you provide consulting support for operating system and platform software upgrades?
5. Describe the make-up and governance of your user group.
6. What percentages of user enhancement requests are incorporated into the product? What determines enhancement selection and development?
7. What are the mechanisms for reporting, tracking, and resolving issues with the platform and how that information is shared with customers?
8. Describe system manuals and other documentation.
9. Describe options, cost, and availability for custom programming.

3.17 EXHIBITS

1. Sample Reports
2. Documentation on current APIs
3. Resumes

3.18 CONFIDENTIALITY

DPL will limit distribution of full proposals to the ILS RFP Project Team, Library Director, Library Board, and the other two library Districts' Directors for which we share the ILS. DPL may elect to share a written summary of proposals selected for demonstration with certain library staff and may elect to make those product demonstrations available to these staff members. DPL will not agree to a more restrictive approach to confidentiality. However, if a proposal contains any information that is considered a trade secret under ORS 192.501(2), each section of such information must be marked as a "trade secret."

SECTION 4 - PROPOSER'S RESPONSE FORM

Submitted by:

Address:

Date:

Phone number:

Fax:

E-Mail:

The undersigned, through the formal submittal of this proposal response, declares that proposer has examined all related proposal documents and read the instruction and conditions, and hereby proposes to furnish compatible Integrated Library System in accordance with the proposal documents herein, for the price set forth in the proposal submittal attached hereto, and forming a part of this proposal.

By proposer's signature below, proposer hereby represents as follows:

(a) That no Director, officer, agent or employee of Deschutes Public Library District (DPL) is personally interested directly or indirectly in this contract or the compensation to be paid hereunder, and that no representation, statement or statements, oral or in writing, of DPL, its Directors, officers, agents, or employees had induced him to enter into this contract and the papers made a part hereof by its terms;

(b) The proposer and each person signing on behalf of any proposer certifies, in the case of a joint proposal, each party thereto, certifies as to its own organization, under penalty of perjury, that to the best of their knowledge and belief:

1. The prices in the proposal have been arrived at independently, without collusion, consultation, communication, or agreement for the purpose of restraining competition as to any matter relating to such prices with any other proposer or with any competitor;
2. Unless otherwise required by law, the prices which have been quoted in the proposal have not been knowingly disclosed by the proposer prior to the proposal deadline, either directly or indirectly, to any other proposer or competitor;
3. No attempt has been made nor will be made by the proposer to induce any other person, partnership or corporation to submit or not to submit a proposal for the purpose of restraining trade;
4. Proposer has not and will not discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a minority, woman or emerging small business enterprise certified under ORS 200.055, or against a business enterprise that is owned or controlled by, or that employees a disabled veteran as defined in ORS 408.225.
5. The proposer agrees to accept as full payment for the services specified herein, the amount as shown in its proposal.

6. Proposer is a resident proposer, as defined in ORS 279A.120. If not a resident, proposer's resident state is _____.
7. Proposer hereby agrees to comply with all applicable Oregon Public Contracting Code provisions, as more specifically described in the attached contract and associated Exhibit C.

The names of the principal officers of the corporation submitting this proposal, or of the partnership, or of all persons interested in this proposal as principals are as follows:

Name Title

Name Title

Name Title

(If Sole Proprietor or Partnership)

In witness hereto, the undersigned has set his (its) hand on this ___ day of _____, 2017

Name of Firm

Signature of Proposer

Phone, email, and fax

(If Corporation)

In witness whereof the undersigned corporation has caused this instrument to be executed by its duly authorized officers on this ___ day of _____, 2017

Name of Corporation

By

Title

CONTRACT MANAGER:

Name Title:

Telephone number:

Email and fax number

Additional Information:

1. Name, title, telephone, email, etc. for primary contacts for the proposal
2. Customer references

- a. Provide 3-5 references who can accurately reflect system performance and company support. References should include similar installations in the areas of size and transaction levels.
3. Is your company currently for sale or involved in any transactions to expand or to be acquired by another organization? If so, explain.
4. Has your company been involved in a merger, acquisition, or reorganization in the last five years? If so, describe.
5. Number of years in businesses related to the systems and services outlined in this RFP.
6. Company-wide annual sales volume.
7. Number of employees.
8. Key employees involved in implementing and sustaining the proposed solution.
9. Demonstrate expertise in supporting similar services.
10. What is your data privacy policy regarding administrative data?
11. Demonstrate your history as a trusted partner to libraries, museums, archives, or similar cultural institutions.
12. What is the size of your staff supporting libraries? What percentage are degreed Librarians?
13. List of subcontractors (if any) and their expected role.
14. What sets your functionality apart from that of other ILS vendors?

PROPOSAL CONTENTS AND FORMAT

4.1 INSTRUCTIONS

Proposers must submit a proposal using the Proposer's Response Form, above, and observe the following submission instructions:

- 4.1.1.** Proposals must be submitted in a sealed envelope bearing on the outside the name and address of the proposer, the name of the project for which the proposal is submitted and the time and date of the scheduled opening.
- 4.1.2.** If the proposal is forwarded by mail, the sealed envelope containing the proposal and marked as directed above, must be enclosed in another envelope addressed to Lynne Mildenstein, Assistant Director, Administrative Office, Deschutes Public Library, 507 NW Wall St., Bend, OR 97703.
- 4.1.3.** **Five (5)** copies of the proposal are to be supplied. One set of signed originals shall be included and clearly identified as such.
- 4.1.4.** DPL reserves the right to solicit additional information or proposal clarification from the proposers, or any one proposer, should DPL deem such information necessary.
- 4.1.5.** All questions regarding the request for proposal process shall be directed, during regular business hours, to:

Lynne Mildenstein, Assistant Director
Ph. 541-312-1028
- 4.1.6.** If a proposer is unable or unwilling to meet any DPL RFP requirement, an explicit statement to that effect must be made in the proposal as an exception. An alternative must be submitted.
- 4.1.7.** This Request for Proposals and all supplemental information in response to this RFP will be a binding part of the final contract entered into by the selected proposer and DPL.
- 4.1.8.** If a proposal is accepted and the contract is awarded, but the proposer fails or neglects to execute the contract or provide the required bond within ten (10) days after award, the proceeds of the proposal bond may be retained by DPL as liquidated damages for such failure or neglect. As the damages involved herein would be difficult to ascertain, the parties are setting the damages in this manner, both agreeing that the bond proceeds would represent DPL's actual damages and would not be assessed as a form of penalty.

4.2 SUBMISSION

PROPOSAL RESPONSES ARE TO BE SUBMITTED IN A SEALED ENVELOPE: CLEARLY MARKED: “CONFIDENTIAL: INTEGRATED LIBRARY SYSTEM”. The responses are to be delivered unopened to the DPL Administration, per instructions in this RFP.

SECTION 5 - SELECTION CRITERIA AND AWARD

5.1 CRITERIA FOR EVALUATION

The ILS RFP Project Team will score written proposals in accordance with the following weighted criteria to determine which proposers will proceed with product demonstration. The scores for the written proposals and the product demonstrations will be cumulated and used to inform the ILS RFP Project Team’s recommendations to the Library Board which will make the final award. Scores in each service area will be determined by comparing proposer responses to the outcomes specified in the Scope of Work Section.

	Written Proposal	Product Demo	Total possible points
Completeness of response to RFP	6	0	6
Price	8	8	16
Discovery and User Experience	7	13	20
Acquisitions	7	7	14
Serials	4	6	10
eResource Management	6	10	16
Cataloging	9	9	18
Third-Party Integration	6	10	16
Circulation	10	10	20
Reporting and Statistics	7	7	14

	Written Proposal	Product Demo	Total possible points
Administration	5	9	14
Server	14	6	20
Systems/IT	14	6	20
Options	5	5	10
Migration/Training	10	5	15
Support	10	6	16
Vendor Information	3	3	6
Customer Service	7	7	14
Total			265

5.2 EXCEPTIONS

Proposers shall identify any exceptions taken to this RFP by specific item number

5.3 PROPOSAL EVALUATION PROCESS:

Only those proposals providing sufficient information for DPL to evaluate the criteria set forth in Section 5.1 will be deemed responsive. The ISL RFP project team will rank responsive proposals and provide a recommendation to DPL Library Board. The Library Board may undertake negotiations as permitted by DPL Rule 137-047-0600(2). If awarded, DPL will award to the proposer whose proposal will best serve the interests of DPL, based upon scoring and negotiation results.

5.4 CONTRACT AWARD

Submittal of a proposal evidences proposer's intent to execute and be bound by the terms of the attached contract. DPL will enter into contract negotiations regarding any open terms with the highest ranked proposer. During negotiations DPL may require any additional information it deems necessary to clarify the approach and understanding of the requested services. Any changes agreed upon during contract negotiations will become part of the final contract. The negotiations will identify a level of work and associated fee that best represents the efforts required. If DPL is unable to come to terms with the highest rated proposer, discussions shall be terminated and negotiations will begin with the next highest rated proposer. DPL may reject any and all proposals.

5.5 ATTACHMENTS

Attachment A Goods and Service Agreement