



MONROE COUNTY COMMUNITY COLLEGE

RFP Integrated Library System for the
Monroe County Community College Library

Monroe County Community College

Issue Date May 2, 2018

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Prepared by

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Library Director

Introduction

Purpose

Monroe County Community College solicits proposals from qualified and experienced vendors to provide a cloud-based Integrated Library System (ILS) to manage the entire life cycle of library materials in all formats. The awarded contractor will implement the system, migrate data from the existing ILS to the new ILS, provide support and maintenance of the system, train staff in the use and management of the new ILS, and offer relevant standardized reports to meet the operational needs of the library. We also require that a compatible cloud-based Institutional/Digital Repository option be available, as part of the ILS or as an add-on component. If all functions are not cloud based please include description.

Scope of Services

The selected vendor must serve as the contractor for all functions, modules and features and third-party add-ons must be contained in their proposals. The library reserves the right to approve the choice of subcontractor[s] by the vendor stated in the proposal and/or after the awarding of the contract.

All software components must be in current release, thoroughly tested, and must require few or no operating system modifications. The vendor must discuss cost, availability, and access to future software upgrades. The vendor's system must be compatible with existing library workstations, laser printers, routers, hubs and wireless antennas.

The vendor must supply a list of compatible hardware/software components for peripherals, such as, barcode scanners, receipt printers and label printers.

The vendor must provide a detailed description of its implementation plan. The vendor must agree that the Library and the vendor will mutually determine the details for the final implementation plan.

The proposal must include a statement of all costs that will be associated with the project including, but not limited to:

- a. Software
- b. Data conversions and migration
- c. Training
- d. Annual software licensing fees
- e. Annual technical/maintenance support charges
- f. Additional system features
- g. Miscellaneous fees/charges

h. Total contract price

The proposal must be completed and signed by a person authorized to commit the vendor to provide the goods and services. Upon request the vendor will demonstrate the product. The demonstration team must be composed of at least one academic librarian, as well as a systems administration specialist. Portions of this RFP and/or related documents may become part of the final contract between MCCC and the vendor. The expectation is that any proposed pricing will remain in effect through go-live date.

About the library

Monroe County Community College is a public two-year institution supported by tax monies from Monroe County, MI educational funds from the State of Michigan, and student tuition. The institution encompasses one campuses and serves 3143 students. Monroe County Community College Library serves students at both campuses, in addition to distance learning.

Statistical Information	
Collection:	
Print collection size	51,787
EBook Collection Size - Databases	4,117 (holdings for electronic books, serials, videos, etc.)
FTE enrollment	3143 (16/17)
Annual circulation	1515 (print only)
Number of physical locations/branches	1

Associated Systems	
Current ILS	SirsiDynix Symphony/Enterprise
Student information system - source of patron data files	Ellucian Colleague Web UI 4.5.
Campus financial system	Ellucian Colleague Web UI 4.5.
Campus authentication service (Microsoft Active Directory, CAS, etc.)	Active Directory
Interlibrary loan software	OCLC WorldShare
Discovery solution	EBSCO Discovery Service
Link resolver	EDS

Course management software	Blackboard moving to Desire2Learn Brightspace 10.75
Self-check machine provider	n/a
PC reservation software provider	n/a
Print management software provider	Paper cut
Consortial borrowing system	OCLC WorldShare

Timeline

The following key dates will be used for the solicitation of bids, evaluation, selection and eventual implementation of the new ILS.

Submission of RFP to vendors	5/2/2018
Letter of Intent	5/15/2018
Clarifying questions from vendors	5/22/2018
Answers to clarifying questions	6/12/2018
Due date for proposal response	6/25/2018
Vendor presentations	7/10-26/18
Notice of award	8/21/2018
Contract execution	Week of 9/10/2018
Implementation start date	1/2/2019
Go-live date	5/1/2019

Proposal Delivery

Please submit any questions related to the bid procedure and the formal RFP response to:

Kelly Heinzerling
 Director of Purchasing and Auxiliary Services
 Monroe County Community College
 1555 S. Raisinville Rd. Monroe, MI 48161
kheinzerling@monroecc.edu

Any questions related to the clarification of the RFP may be submitted via email to:

Laura Manley
Director of the Library
Monroe County Community College
1555 S. Raisinville Rd. Monroe, MI 48161
لمانley@monroecc.edu

Proposal Clarifications

Public Disclosure: MCCC is a public entity and subject to certain disclosures, such as Michigan's Freedom of Information Act and Open Meeting Act. All material submitted as part of the Request for Proposal will be treated as public information with no expectations of confidentiality.

Evaluation Criteria

The College reserves the right to accept, reject, modify or negotiate any and all proposals received in conjunction with the request for proposal. It reserves the right to waive any defect or informality in the proposals on the basis of what it considers to be in its best interests. Any proposal which the College determines to be incomplete, conditional, obscure or has irregularities may be rejected.

Certification complying with the Iran Economic Sanctions Act must be included. Include a certificate, signed by an appropriate company representation with authority to speak for and bind the company, complying with the requirements of the Iran Economic Sanctions Act, Michigan Public Act 517 of 2012, confirming that your firm is not an "Iran Linked Business" as defined in the Act.

This request for proposal (RFP) in no manner obligates the College to the eventual purchase of any products or services described, implied or which may be proposed until confirmed by a written agreement. The vendor is responsible for any costs incurred in responding to this request for proposal.

Instructions to Vendors

Sealed proposals must be submitted no later than 3:00pm EDT on June 12, 2018 at which time all proposals will be publicly open and read in Room A-153 of the Audrey Warrick Student Services/Administration Building, Monroe County Community College, 1555 S. Raisinville Rd., Monroe, MI 48161. Proposals received after the deadline will not be considered.

Address for Proposal Submission:

Submit two copy of your proposal in a sealed envelope labeled “Integrated Library System Proposal” to:

Kelly Heinzerling
Director of Purchasing and Auxiliary Services
Monroe County Community College
1555 S. Raisinville Rd. Monroe, MI 48161

Technical Proposal

Company Information

Overview

Provide an overview of your company. Please include the type of company (individual, partnership, corporation, nonprofit corporation, etc.), years in business and the number of employees.

What is your company’s mission/philosophy?

Identify staff members who would be involved in implementing the proposed solution, including a summary of their qualifications.

Library system expertise

How many customers are currently running your ILS? Were any of these migrated from the system currently used by our library?

What is the ratio of cloud based installations to on premise installations?

Discuss your company’s history and partnership with academic libraries/community colleges.

How many of these libraries are in the state of Michigan? How many libraries are community colleges?

Discuss the role that research and usability testing plays in the development of your system.

List any professional awards or technical recognition your company has received in the past five years.

Unique solution elements

What specific features distinguish your system from other solutions?

References

Provide the names and contact information for a minimum of three (3) references currently using the proposed system, preferably in southeastern Michigan. Please include at least one community college of similar size (FTE/holdings).

Functional Requirements

The following sections contain both checklist items and narrative questions. Use the relevant response code for each checklist item, clarifying your response in the Comments column when necessary. Provide any lengthier comments and/or screenshots in a separate attachment.

Required Functional Requirements are noted with an R in the first column.

Response Codes:

A – Available. The feature or component is available and in use by libraries today. Available features are assumed to be part of the general system and available at no additional cost.

D – Under Development. The feature or component is currently being developed by the vendor for release at a later date. Vendor should specify the projected date for release and indicate whether there is a separate cost.

U – Unnecessary. The feature or component is unnecessary as described because the system provides an alternative means for achieving the desired function. Vendor should explain the alternative approach in the comments.

N – Not available. The feature or component is not currently available, nor is development planned.

O – Optional. The feature or component is available and in use by libraries today as a separately priced option. Please specify the additional cost in the Pricing section.

System

Architecture

		FUNCTIONAL REQUIREMENTS			
		SYSTEM			
		Architecture	Code	Additional Questions	Comments
1.	R	System is hosted by the vendor in a cloud or Software-As-A-Service (SaaS) environment. Please indicate cloud or SaaS in the Comments.		What provisions for back-up does this system have?	
2.	R	System is a true multi-tenant solution, so that updates happen automatically, allowing the library to always have the latest version with the latest enhancements.		Please define multi-tenant. How does this interact w/database service providers?	
3.	R	System access requires only a web browser. Specify which browsers are supported by your system.		How does your company test new browser upgrades? How quickly does your company make accommodations for new releases?	
4.	R	Staff and user interfaces are ADA (Section 508) compliant for users with disabilities. Please describe any exceptions in the comments.			
5.	R	System access requires reasonable network connectivity to the Internet. Specify the minimum and recommended bandwidth needed to access the system.			

6.	R	System is accessible using multiple operating systems (e.g., Windows, OS/X, Linux). Specify any functional limitations that might exist for particular operating systems.		Does your system keep up with the most recent version of Windows?	
7.	R	System provides effective and continuous monitoring of its performance and uptime to meet agreed upon service level commitments.		Please describe notification practices.	
8.	R	System supports basic fulfillment capabilities during a local institution outage (e.g., an offline circulation component). In the Comments, please describe this capability in more detail.			

Reliability and performance

FUNCTIONAL REQUIREMENTS					
SYSTEM					
		Reliability and performance	Code	Additional Questions	Comments
9.	R	System must be fully available and accessible 24/7, excluding downtime for maintenance and upgrades. Specify the infrastructure in place to ensure this requirement.			
10.	R	System requires minimal downtime in order to perform scheduled maintenance or software upgrades. Describe how libraries are informed of any planned downtime.		Does the vendor describe routine or preventative maintenance activities? How often do these activities occur? Is there any down time? If so, how is this information communicated?	
11.	R	Company warrants the performance of its system to at least 99 percent effective uptime.		What is the systems reliability rate? Is Help Desk coverage 24/7? What is the process for obtaining help? Is a 1-800 number available?	
12.	R	System runs efficiently during times of peak use. Describe how the system addresses competing needs, particularly in a cloud environment that serves hundreds of libraries.		Please describe upgrade schedule, preparation and downtime. Can we schedule upgrades at our discretion?	
13.	R	System is continually monitored to maintain optimal performance. Describe the mechanisms in place to provide such monitoring.		What is the notification practice for service interruptions and restoration of service?	

14.	R	System imposes few if any limits on both the size of and the number of values in data elements within records of various types which the system manages.		Must be scalable. For example...	
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Security

FUNCTIONAL REQUIREMENTS					
SYSTEM					
Security			Code	Additional Questions	Comments
15.	R	Vendor employs industry best practices for data security, especially those to safeguard personal information. Provide relevant information on standards compliance and any completed organizational information technology audits.			
16.	R	System uses secure transit protocols such as SSH Public Key Authentication, SFTP, and HTTPS.		Does the system keep up with new standards and protocols?	
17.	R	System maintains personal information securely and conforms to relevant legislation (such as FERPA). System must comply with state and federal law.		How is personal data from either employees or students stored? Is anything stored on our system?	
18.	R	Vendor follows industry best practices for regular data and system backups and backup storage. Provide an overview of such practices for the system.		How often are data and system back-ups?	

19.	R	System provides data recovery in the event of data loss or corruption. Specify whether data recovery is a self-service process or requires the intervention of the vendor.		Is data recovery process performed by vendor? What is the time-frame for data recovery/data restoration process?	
20.	R	Describe the encryption and other measures used to store and secure confidential data.			
21.	R	Vendor has established protocols for dealing with unauthorized access to or disclosure of confidential data.		Describe how the system protects patron data and privacy. Please disclose notification practices for data breaches.	
22.	R	Vendor maintains industry best practices for data protection and security in the data centers of the hosted environment. Describe the security measures in place at data center(s).		Has it been hacked recently? What has been your response to attempted hacking?	

Authentication and authorization

FUNCTIONAL REQUIREMENTS					
SYSTEM					
		Authentication and authorization	Code	Additional Questions	Comments
23.	R	System must integrate with the library's authentication system.		What authentication systems does your system integrate with? What plans do you have to accommodate future authentication systems?	
24.	R	System provides a robust staff authorization feature that assigns staff authorizations based on role and specific function.		Does the system allow the restriction of specific functions to specific users?	

25.	R	System maintains authentication as patrons navigate among databases and other aggregated content.			
26.	R	System allows staff authorization profiles to be copied.			
27.	R	System must include adequate number of staff log-ins.		Is there a licensing fee or access fee per staff log-in?	

Integration and extensibility

FUNCTIONAL REQUIREMENTS					
SYSTEM					
Integration and extensibility			Code	Additional Questions	Comments
28.	R	System allows integration with the campus administration system for loading and maintaining patron records.		Will the system allow integration of Ellucian Colleague student records user record files? What file format is required for batch loading of patron records? If not, what is the cost of real-time integrations from vendors?	
29.	R	System allows integration with the campus financial system used for ordering, invoicing, payment of library bills, etc.			
30.	R	System allows integration with a proxy service such as EZproxy to facilitate remote access.		What remote patron authentication methods does your system support or interface with? Is there a single sign- in across platforms? Do you have a built-in feature to replace EZProxy?	
31.	R	System allows integration with WorldShare ILL for resource sharing purposes.			

32.		System allows integration with third-party vendor ordering systems to facilitate processing of orders and payments for such materials.			
33.	R	System provides a documented set of APIs and/or web services.		Please include list of API's supported. How are the API's billed? Is API integration seamless?	

Additional Questions:

Discovery

General user experience

FUNCTIONAL REQUIREMENTS					
Discovery					
General user experience			Code	Additional Questions	Comments
34.	R	System includes a web-based public interface that is accessible by a variety of modern browsers. Please indicate the browsers in the Comments.		Do we need special drivers/plugin-ins, etc. in a browser to support your system?	
35.	R	System includes an interface optimized for use on mobile devices (i.e., not the standard web interface merely accessed from a mobile browser).		Please describe mobile device compatibility. Does your system work on all devices? Is it scalable? Does it have an app?	
36.	R	System integrates content data in display, such as tables of content, book covers, and book reviews.			

37.	R	System allows searching across all types of content (e.g., physical, digital, electronic) in a single search.	Please describe in detail. Can search results be limited by facets? Describe your advance search options.	
38.	R	System authenticates users for access to licensed and online resources.	Is there a single sign on for library account and licensed resource authentication?	
39.	R	System uses a central index that provides seamless access to all institutionally licensed content across providers without additional costs.	Please describe in detail. Does this function as an Electronic Resource Management (ERM)? Please describe the integration of print and electronic resources in the discovery system.	
40.	R	System allows single-click retrieval of online resources.	Please describe in detail.	
41.	R	System allows patrons to access their account information: loans, fines, hold requests.	Please describe in detail.	
42.	R	System allows patrons to request items from the catalog to be pulled from shelf.		
43.	R	System allows patrons to place a hold on items that have been checked out.		
44.	R	System updates records in real-time, including their circulation status.		
45.	R	System requires no nightly re-indexing of the data.		
46.		System allows persistent links to public interface screens, including search results sets, search results sets with limiters applied, and individual records.		
47.	R	System provides a branded search box builder that can be used in various places on the library web site.	Does the system have website template/software?	

Integration and customization

		FUNCTIONAL REQUIREMENTS			
		Discovery			
		Integration and customization	Code	Additional Questions	Comments
48.	R	System allows the library to customize the interface with its own logo, colors and other branding. Describe how staff will do this in Comments.			
49.	R	System permits the library to make changes to the interface/page without vendor intervention.			
50.	R	System provides course reserve system which includes electronic reserves.		Describe the interface and functionality for access to course reserve materials. Does the course reserve system integrate with course management software?	
51.		System interoperates with online reference chat services.			
52.	R	System integrates with the acquisitions component of the ILS to support patron-driven acquisitions.		If we do not use the acquisitions module are PDA requests for electronic books possible? Is there a notification request widget/app for someone to request a print title?	

Searching

		FUNCTIONAL REQUIREMENTS				
		Discovery				
		Searching		Code	Additional Questions	Comments
53.	R	System uses a persistent single search box that allows users to search the system from every screen.				
54.	R	System offers both basic and advanced search capabilities. Describe advanced searching capabilities in Comments.			Does the system use natural language terms, such as, "oldest/Newest" NOT Ascending/Descending?	
55.	R	System supports faceted browsing.				
56.	R	System supports selection of multiple facets.				
57.	R	System provides pre-search filtering (e.g., by format, library-specific location, publication date, availability, etc.). Please describe.			Describe the parameters by which searches can be qualified or limited.	
58.		System facilitates known-item searches.				
59.		System optimizes searches for short titles so that results appear at or near the top of result sets.			What are the system's relevance standards? Does it have match flexibility? Can we control this feature?	
60.		System connects searchers with resources or context-specific help in locating resources if a search does not produce results (i.e., there are no 'dead end' searches).				
61.	R	System provides features (e.g., suggestions, spellcheck, et. al.) that help users construct effective search queries.				

Result lists and records

		FUNCTIONAL REQUIREMENTS			
		Discovery			
		Result lists and records	Code	Additional Questions	Comments
62.	R	System supports filtering of result sets (e.g., by format, location, publication date, availability, etc.).			
63.		System allows saving and managing query sets.			
64.	R	System de-duplicates search results.			
65.		System correctly displays non-Roman characters and diacritics and files such characters correctly in search results and bibliographic displays.			
66.	O	System supports clustering of results using FRBR or similar algorithm.		If system does not support FRBR is this forthcoming?	
67.	R	System exports records to bibliographic software such as EasyBib, RefWorks, GoogleDocs or Endnote. In the comments section, please list the software your system integrates with.			
68.		System includes features to support user creation, saving, export and formatting of lists, including the ability to format such lists in scholarly style, export, email or save.			

Access Management

Circulation administration

		FUNCTIONAL REQUIREMENTS			
		Access Management			
		Circulation administration	Code	Additional Questions	Comments
69.	R	System allows the library to create and administer its own circulation policies.			
70.	R	System integrates loan rules with the library calendar (e.g., items are not due on days or hours during which the library is closed). Describe in Comments how the system integrates lending rules with library hours and closures, including fixed due dates for the end of an academic term.		Describe the process to manage and make changes to circulation parameters.	
71.	R	Supports RFID tags and scanning of barcodes as well as keyboard entry of patron and item barcodes.			
72.	R	System can automatically block a patron account under specific conditions (e.g., exceeding the amount of money owed) and automatically unblocks when the condition is remedied.		Please list the different specific conditions.	
73.	R	System allows authorized staff to override system parameters such as due dates, check-in times, blocks, etc. Authorization for override is tied to individual staff ID's.			

Check in and check out

		FUNCTIONAL REQUIREMENTS			
		Access Management			
		Check in and check out	Code	Additional Questions	Comments
74.	R	System permits materials to be checked out to patrons according to library-defined rules.			
75.	R	System allows checked out materials to be renewed according to library-defined rules.		Describe the check in/check out workflow at a circulation desk, including the renewal functionality.	
76.	R	System alerts staff during check out and check in when certain circumstances occur: holds, fines, patron or item notes, etc.			
77.	R	System prints date due receipts automatically or on demand to an attached or networked printer.		What is the recommendations or specifications on peripherals? <ul style="list-style-type: none"> • Receipt printers • Charge slip printers • Label printers 	
78.	R	System has the capability to perform circulation transactions when the system is offline or otherwise unavailable.		Describe the system's offline circulation capability.	
79.	R	System allows authorized staff to manually set the date for check-in and override default due dates.		Is a password necessary for override? Or, is this based on the role of whoever logged-in?	
80.	R	System alerts staff during checkout that the item is already checked out.			

81.	R	System allows staff to create a temporary record to check out an item.		Does the system allow permission for some types of fast-add, brief titles, catalog records to be deleted upon check-in.	
82.		System creates and tracks usage statistics.			
83.	R	System allows staff to renew one, several or all items currently loaned to a patron with a single click.			
84.		Patron can renew items online within existing library policies.			

*Hold*s

FUNCTIONAL REQUIREMENTS					
Access Management					
Holds			Code	Additional Questions	Comments
85.	R	System supports staff-initiated and patron-initiated hold requests and recalls.			
86.	R	System alerts staff in real time that an item is needed to fill a hold request.		Describe the mechanism that notifies staff which items are needed to fulfill hold requests for patrons.	
87.	R	System prints hold receipts automatically or on demand to an attached or networked printer.			
88.	R	System allows loaned materials to be recalled with the capability to shorten the loan period and impose a different fine structure.			

89.	R	System displays all titles requested by a patron and all patrons withhold requests for a title.			
90.		System allows patrons and staff to specify the location at which the patron wishes to pick up the item.			
91.		System allows patrons and staff to specify when an item is needed to fulfill a hold request, including the date needed by, date no longer needed.			
92.	R	System allows patrons and staff to specify a time period during which hold requests should not be fulfilled (i.e., hold suspension periods).			
93.	R	System allows hold requests to be cancelled by both patrons and staff.			
94.		System supports patron scheduling of room reservations.			

Billing and payments

FUNCTIONAL REQUIREMENTS					
Access Management					
Billing and payments					
			Code	Additional Questions	Comments
95.	R	System assesses fines and fees for an item automatically based on policies defined by the library.			
96.	R	System allows fines and fees to be paid (partially or in full) or waived by authorized staff.		Can library patrons pay fines online?	

97.	R	System prints receipts for paid and waived bills automatically or on demand to an attached or networked printer.			
98.	R	System automatically processes materials that exceed their due date by a library-specified time period as long overdue and bills the patron.		Does the system release the relationship w/ the bibliographic record to allow withdrawal/removal from the collection?	
99.	R	System retains item-related history and transaction detail indefinitely for fines and fees, even if the item is removed from the collection.			
100.	R	System allows authorized staff to manually add or waive a fine or fee.			
101.		System interacts with campus billing system (Colleague/Ellucian) for the synchronous or real time transfer of billing information.		Please describe/show the different billing interface options.	
102.	R	System maintains a history of paid and waived bill transactions indefinitely for the patron.			

Notification

		FUNCTIONAL REQUIREMENTS			
		Access Management			
		Notification	Code	Additional Questions	Comments
103.	R	System generates notices to patrons for the following: items past due, items being held for pickup, items no longer being held for pickup, items recalled, outstanding bills.			
104.	R	System automatically sends notices to patrons via email.		Does the system have the capability to automatically text notices to the patron? Describe how notices are scheduled to be generated and sent automatically.	
105.	R	System provides customizable templates for creating notices and receipts. Describe this functionality in Comments.			
106.	R	System generates notices that may be printed and sent to patrons in lieu of email/text transmission.			
107.	R	System can generate pre-overdue notices to alert patrons of an item's impending due date.			
108.	R	System maintains a history of notices sent to the patron.			

Course reserves

		FUNCTIONAL REQUIREMENTS			
		Access Management			
		Course reserves	Code	Additional Questions	Comments
109.	R	System allows staff to create, edit and delete courses.			
110.	R	System allows staff to place items on reserve for a course.		Describe the workflow for creating a course and placing an item on reserve.	
111.	R	System allows searching for course reserves by course name, course number, and instructor's name, among other options.			
112.	R	System displays course reserves in the public interface.		What does this display look like? Please provide visual example.	
113.	R	System allows courses to have multiple instructors.			
114.	R	System allows an item to be on reserve for multiple courses.			
115.		System allows courses to be cross listed (e.g., ART 102 is also taught as LIT 105).			
116.		System allows authorized users to archive course reserve information at the end of a semester and re-activate it at a future date.			
117.	R	System provides persistent URLs for course reserves and reading lists that can be pasted into course management systems or other third party systems.		Does the system allow reserve material to be listed as "available" or "available in reserve" in the public catalog?	

Patron management

		FUNCTIONAL REQUIREMENTS				
		Access Management				
		Patron management		Code	Additional Questions	Comments
118.	R	System creates and updates patron information in batch by loading data files from the campus registration system.			Describe the batch uploading of data process and to what extent the process can be automated.	
119.	R	System accommodates an unlimited number of patron types.				
120.	R	System patron records can be searched by a variety of data points, including name and default email address.			Can the data elements be customized?	
121.		System allows notes to be added to a patron record.			Are the notes searchable?	
122.	R	System allows authorized staff to add a block to a patron's record manually.				
123.	R	System retains expired patron records that have financial information linked to them for fines and fees.				
124.	R	System allows staff to create patrons manually.			Does system support automatic communication with outside systems – MeLCat, authority EZProxy, etc.?	

Metadata Management

Cataloging

FUNCTIONAL REQUIREMENTS				
Metadata Management				
	Creation and import	Code	Additional Questions	Comments
125.	System allows searching and retrieval by barcode, author, title, ISBN, ISSN, LCCN, call #, subject, series, with facet searching by format. Keyword search sources can be customized.		Describe the availability of record search and retrieval options for both staff and public.	
126.	R System indexes and updates cataloging and user records in real time and immediately shares among all modules or subsystems.			
127.	R System supports records for authorities, monographs, serials and electronic resources using MARC, RDA, BIBFRAME standards.		Describe the company's intent and capacity to integrate new and emerging LC standards. If electronic resources are managed in a separate section or module, please describe how/whether those resources are integrated into the larger database.	
128.	R System can import records individually or in batch (e.g. bibliographic, order, authority, item, patron, etc.).			
129.	R System offers options for handling records detected as duplicates: adding, updating, overlaying, merging, replacing or ignoring.		Does the system check for errors or duplication in bibliographic, item, patron, and authority records when importing and saving records? Is there an option to have records loaded for review and resolution	

				rather than not loaded? Describe the process of handling errors.	
130.	R	System imports and exports bibliographic, holdings and authority records in MARC21/BIBFRAME as well as order and item records from third-party suppliers.		Describes the process of importing and exporting records from services and vendors such as LC, OCLC, CREDO and TLC. Describe system search and download integration with Z39.50 servers.	
131.	R	System must interact with OCLC's Cataloging Services for metadata records.			
132.	R	System validates records based on established cataloging practice.			
133.	R	System imports and exports records from common metadata schemas such as Dublin Core, etc. Specify the schema supported by the system.			
134.	R	The library retains ownership of records within the institutional catalog.			
135.	R	System imposes no limitations on the number of records that can be imported or exported.			

Holdings management

FUNCTIONAL REQUIREMENTS					
Metadata Management					
Holdings Management			Code	Additional Questions	Comments
136.	R	System can create holdings and item records for both physical and electronic resources.			
137.	R	System supports the MARC21 Format for holdings data.			
138.	R	System supports export and import of holdings records.		Describe how local holdings are set in the OCLC database.	
139.	R	System allows an unlimited number of copy/item records with various locations to link to a single bibliographic record.			
140.	R	System allows a holdings record to be moved to a different bibliographic record, or an item record to be moved to a different holdings record, while retaining statistics and relevant linking information (e.g., the link to the purchase order).		Does the system do this while retaining circulation, inventory, and purchase information?	
141.	R	System supports linked records for items bound together with separate bibliographic records but shared holdings/item records.			
142.	R	System allows staff to manage inventory effectively.		Describe how inventory control is managed by the system. Can we do on the fly inventory with a laptop and a portable scanner?	

143.	R	System supports holdings/item records including (but not limited to) the following fields: bar code, call number, date created, vendor, pricing, date last modified, current loan status, date of last circulation activity, frequency of circulation, room-use or in-house use counts, date inventoried. Noted are available for circulation staff, public view and cataloging staff.			
144.	R	System supports the ability to import holdings and item information from the MARC 949 field.			
145.	R	System supports reports based on each of the holdings fields outlined above.			
146.	R	System notifies staff before deleting a record with check out, holds and bills attached.			
147.	R	System supports spine label and pocket label printing.		Describe the formatting and production capacity for label printing.	
148.	R	System provides full screen MARC editing.			
149.	R	System provides default cataloging templates that are editable.			
150.	R	System provides data validation (formatting, MARC fields, RDA, authority) during editing.			

Authority control

FUNCTIONAL REQUIREMENTS					
Metadata Management					
Authority control			Code	Additional Questions	Comments
151.	R	System supports MARC/RDA authority records including Library of Congress name and subject Headings and genre/form terms.			
152.	R	Vendor provides access to a global, shared authority file.		Describe how the system manages the import and export of authority data from one or more authority vendors. Does the system provide for periodic automated authority updating?	
153.	R	System supports staff creation, revision and deletion of local authority records.			
154.	R	System automatically checks and updates headings in bibliographic records against the authority file.			

Acquisitions

Fund management

		FUNCTIONAL REQUIREMENTS			
		Resource Management			
		Acquisitions			
		Fund management	Code	Additional Questions	Comments
155.	R	System supports a hierarchical fund structure that provides the ability to group and report on funds.		Describe the structure of funds in the system. Is there a limit on the length of fund names?	
156.	R	System displays fund balances in real time (including encumbrances and expenditures).		What role does acquisitions play in the system?	
157.	R	System allows library staff with sufficient privilege to adjust the amount of funds (add new money, transfer money from one fund to another) at any time during the fiscal cycle.			
158.	R	System facilitates the closing of a budget at the end of a fiscal cycle with options to rollover amounts and encumbrances to the next cycle.			
159.	R	System updates fund amounts in real time.			
160.	R	System supports a graphic display of fund balance, allocation, expenditure, encumbrances.			
161.	R	System imposes no limits on the number of funds.			

162.	R	System allows the library to define its own fiscal cycle with no restrictions on starting or ending dates or duration of cycle.		Does the system support multiple fiscal cycles with distinct funds? Describe the solution's support for closing a budget at the end of a fiscal cycle.	
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Vendor management

FUNCTIONAL REQUIREMENTS					
Resource Management					
Acquisitions					
Vendor management			Code	Additional Questions	Comments
163.	R	System supports full vendor records that include account numbers, contact information, notes and EDIFACT* transmission details.		Describe the structure of vendor data in the system and how it is used in different functional areas.	
164.	R	System permits multiple accounts for a single vendor.			
165.	R	System can access a central database of vendors to minimize the re-keying of information common to all users (e.g., addresses, global contacts).			

* Electronic Data Interchange for Administration, Commerce and Transport (industry standard)

Ordering and renewing

FUNCTIONAL REQUIREMENTS					
Resource Management					
Acquisitions					
Ordering and renewing			Code	Additional Questions	Comments
166.	R	System imports MARC-based order files from orders generated in other vendor systems like Baker & Taylor.		Does the system support MARC/BIBFRAME?	
167.	R	System offers a full EDI interface with major library vendors for ordering and invoicing.		Describe the ordering process. What methods do you support, such as: P.O.'s, credit cards, blanket P.O.'s, pro forma, etc.? Does the system support serials and/or standing orders? Describe the workflow for receiving an item that was not ordered, such as a gift.	
168.		System reflects order status information in real-time and displays current status in staff display and in the user interface if desired.			
169.		System links a purchase order to other related information such as invoice, vendor and descriptive record.			
170.		System allows holds to be placed against titles on order or in process.			
171.		System allows orders for non-bibliographic material using the same funds that order and pay for bibliographic material.			

172.		System facilitates the renewal of subscription titles with a minimum of staff interaction.			
173.		System allows orders to be cancelled with appropriate notification sent to vendors.			
174.	R	System accommodates Patron Driven Acquisitions (PDA/PDD) plans for print and electronic resources.			

Invoicing and receiving

FUNCTIONAL REQUIREMENTS					
Resource Management					
Acquisitions					
Invoicing and receiving			Code	Additional Questions	Comment
175.	R	System permits the receipt of single-title monographs, serial monographs, and issues of serials.			
176.	R	System allows print or electronic items to be received from both purchase orders and invoices.			
177.		System supports adding items to the collection which are not purchased.			
178.		System notifies patrons when a requested item has been received.			
179.		System allows payment for a single item from multiple funds.			
180.	R	System provides an audit trail for financial transactions.			

181.	R	System can export invoice/payment requests to campus financial systems and import payment confirmation files.	Is the acquisitions system compatible with Ellucian Colleague Web UI 4.5?	
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Claiming

FUNCTIONAL REQUIREMENTS					
Resource Management					
Acquisitions					
Claiming			Code	Additional Questions	Comments
182.	R	System notifies staff when a volume or issue has not arrived and allows for claiming of missed items.		Describe how an expected item becomes claimable.	
183.		System allows claims to be sent by EDI, email, or print.			
184.		System allows claims to be manually generated at any time.			

Serials management

FUNCTIONAL REQUIREMENTS					
Resource Management					
Serials management			Code	Additional Questions	Comments
185.	R	System allows the receipt of print serial issues, including creating item records when required.		Describe the process for checking in serial issues, including creating item records for issues that circulate. What makes your system for serials management unique?	
186.	R	System provides date prediction and enumeration patterns for issue check-in.			
187.	R	System supports claiming of serial issues based on prediction patterns.			
188.	R	System allows check-in for multiple parts of a title, including regular issues, indexes, supplements, pocket parts, etc.			
189.	R	System accommodates the check-in of special issues that were not predicted.			
190.	R	System allows control/configuration of serial holdings in the public catalog.			
191.	R	System updates the MARC21 holdings record (85X/86X paired fields) automatically during check-in.			
192.	R	System correctly links serial title changes in both the staff and public catalogs.			

Electronic resources management

		FUNCTIONAL REQUIREMENTS			
		Resource Management			
		Electronic resources management	Code	Additional Questions	Comments
193	R	System facilitates management of purchased electronic resources as well as e-content available via open access.		Describe the overall workflow for the management of licensed content in your system.	
194	R	System manages license agreements for all electronic resources.		Please define/describe "manages."	
195	R	System provides a comprehensive knowledgebase of electronic titles and packages from a wide variety of providers.			
196	R	System provides an integrated OpenURL resolver.			
197	R	System manages administrative information for electronic resources and contact information for vendors and publishers.			
198	R	System permits trial periods to evaluate e-resources.			
199	R	System permits easy activation of electronic packages and titles purchased by the library.		Does this include individual eBook titles? Does this do this by linking to another server?	
200	R	System displays an electronic resource in the public catalog automatically when it is activated in the knowledgebase.			

201.	R	System supports one-click resolution to full text access when supported by target provider.			
202.		System allows digital versions of license agreements to be attached to licenses.		Describe how the system stores and displays licenses and related documents, including the fields available for license terms.	
203.		System supports the ERMI* schema for licenses.			

*Electronic Resource Management Initiative

Reports and Analytics

		FUNCTIONAL REQUIREMENTS			
		Reports and analytics			
		General	Code	Additional Questions	Comments
204.	R	Provides statistical reports as a standard component of the ILS.		Describe the process of modifying and running standard reports.	
205.	R	Allows customization of reports by staff members with appropriate privilege, including but not limited to updating report parameters, views, dates, etc.		Describe the creation of custom reports using a report authoring interface if one is available with your system. Do reports display on the screen before printing? Can the report be sorted by any field in the generated report?	

206	R	Allows reports to be run automatically on a schedule that the library chooses.			
207	R	Allows staff to run a report manually at any time.			
208	R	Provides output in a format (.csv, .txt) that is easily imported to common spreadsheet software like Microsoft Excel.		Describe the systems capability to generate graphic reports.	
209	R	Does not require knowledge of SQL to create, modify, schedule or run reports.			
210	R	Complies with industry usage reporting standards such as SUSHI and COUNTER.		Are reports compatible with ACRL standards?	
211	R	Aggregates historical data for ease in compiling trend analysis (such as usage or expenditures).			
212	R	System can report on specified parts of the collection (e.g., material format, patron category, item holding fields, etc.) or the entire collection.		Please include list of standardized reports. Please state any limits to the number of records available for reporting.	
213		System retains transaction-oriented information (without patron-identifiable data) indefinitely for statistical reporting purposes, even if the associated item or patron has been removed from the system.			

		Collection reports	Code	Additional Questions	
		Please indicate if the proposed system offers collection reports for the following:			
214	R	Holdings by Library of Congress/Dewey classification ranges.		Does this system offer holding reports for Dewey Decimal? Please provide a comprehensive list of available reports.	
215	R	System offers reports for all fields in holding records, such as: publication date, material format, location, and holdings added within a specified time range		System can generate a report of items withdrawn from the collection over any specified period of time?	
		Acquisition reports	Code	Additional Questions	
		Please indicate if the proposed system offers acquisitions reports for the following:			
216	R	Balance report of fund appropriations, expenditures, encumbrances, and free balance			
217	R	Expenditures by Library of Congress and Dewey Decimal classification range and time period		Does this include a Dewey classification range? Can the system produce reports counting and listing items in the collection subdivided by: call number ranges, item format, item location, call number prefix and month/years since item was added. Can the system generate a list of items lost or missing?	
218	R	Encumbrances and expenditures by type of material			
219	R	Open encumbrances			
220	R	Payment activity by fund			

221	R	Payment activity by vendor			
222		Payment activity by material format			
223		Payment activity by location			
224		Payment activity by requestor			
		Circulation reports	Code	Additional Questions	
		Please indicate if the proposed system offers circulation reports for the following:			
225	R	Circulation activity (loans, renewals, requests, returns, holds) by time period			
226	R	Circulation activity (loans, renewals, requests, returns, holds) by borrower type			
227	R	Circulation activity (loans, renewals, requests, returns, holds) by location			
228	R	Circulation activity (loans, renewals, requests, returns, holds) by material format			
229	R	Outstanding fines			
230	R	Overdue items		Can the system produce reports that list items that have been inactive before or after a specified date range or other item status designation?	
231	R	Items used in-house			
232		Daily fines collected by location			
233	R	Recalled items			
		Call number range			

		Patron reports	Code	Additional Questions	
		Please indicate if the proposed system offers patron reports for the following:			
234	R	Patrons added within a time range			
235	R	Patrons by borrower type			
236		Patrons by demographic category (e.g., field of study, postal code, etc.)			
		Electronic resources reports	Code	Additional Questions	
		Please indicate if the proposed system offers electronic resources reports for the following:			
237	R	Coverage overlap			
238	R	Most used titles			
239	R	Seldom or never used titles			
240	R	COUNTER usage/Association of College and Research Libraries (ACRL) compliant (database, e-journal, e-book)			

		Functional Requirements		Additional Questions	
		Repository	Code	Additional Questions	
232.	R	Repository system is available.			
233.	R	Repository system integrates with ILS system.		How does it integrate with the resource management system?	
234.	R	Repository has statistical reporting capabilities, such as, usage reports.			
235.	R	Repository is searchable.		Are repository items searchable in the discovery layer?	

236.	R	Repository supports numerous types of files.		What types of files can be added to the repository? How much data can the repository hold?	
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Support

Customer Support

- Does your system have mirrored servers, or some other type of redundancy in case of emergencies?
- Describe the support of the service available from your company, including customer support hours.
- Discuss the procedure for reporting problems, including who from the institution may contact your company's support operation and the methods of such contact.
- Describe the criteria used to determine the need for high-priority support and emergencies, including your escalation procedure.
- Describe the schedule and procedure for installing software upgrades and patches, including when and how customers are alerted to such events.
- Discuss how software bugs are identified, reported, communicated to the user community and fixed.
- Describe the resources and materials available for customers to troubleshoot and/or solve their own problems with the service (e.g., documentation, FAQ, release notes, patch information, etc.).
- Describe how customers can help steer the direction of product development. I.e. enhancement forums, focus groups, etc.
- Describe any customer community activities you sponsor or support, such as online or in-person venues to allow customers to share ideas and solutions. Include information about annual conferences and attendance, and regional interest groups.

Implementation and training

- Provide a typical implementation and migration timeline and project plan.
- Describe the communication channels that the library and vendor will use during the project.
- Describe the library staff resources required to support the migration and implementation work for the proposed solution, including roles required, level of involvement, and length of involvement.
- Describe the implementation training program content, method of delivery, and materials.
- Does the vendor provide on-site training for library staff?
- Describe the configuration and customization decisions that the library makes during implementation, including any configuration that can only be performed by the vendor.

Data Migration

- Does the vendor load and index all bibliographic records and items in standard USMARC/RDA format provided by the library?

- Describe the methodology for migrating data from the library’s current ILS, including the steps involved in migrating bibliographic, item, patron, circulation data, and non-MARC item info, such as notes.
- Describe testing and cleanup processes to ensure that all data is migrated properly.
- Discuss any opportunities for record cleanup and enhancement during the migration process.
- Describe the process of ongoing patron data loads after the initial migration is complete.

Cost Proposal

Pricing template

Please provide your cost structure for three years of use and detail of all costs Monroe County Community College would likely incur.

Provide rates and all associated fees corresponding with the services described within this proposal.

Please include annual percentage rate increases (a locked in rate or cap is preferred) and outline pricing for each year of the contract term.

For example, cost structure may include the following and must include all charges the library will incur for the proposed system:

- Annual subscription/license fees
- Hosting fees
- Implementation fees
- Training fees
- Support fees
- Maintenance costs
- Customization costs

Pricing should clearly indicate description and total price. Include broken out costs with a total cost over a three-year period.

Solution	Year 1	Year 2	Year 3

Total			
Optional Services	Year 1	Year 2	Year 3
Institutional Repository			
Workflow Consulting		n/a	n/a
Total with Optional Services			