



## **INDIANAPOLIS PUBLIC LIBRARY**

### **REQUEST FOR PROPOSALS**

#### **Integrated Library System For a Public Library/School Consortium**

**Date of Issuance:** June 12, 2018

**Registration Date for Vendors:** June 22, 2018

**RFP Submittal Deadline:** July 16, 2018

**IndyPL Contact:** Debra Moos Champ, Director of Technology  
Indianapolis-Marion County Public Library  
2450 North Meridian Street  
Indianapolis, IN 46208

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**Web Site:** <http://www.indypl.org>

## **Request for Proposals**

# **Integrated Library System**

## **The Indianapolis Public Library System**

### **I. INTRODUCTION**

The Indianapolis Public Library (IndyPL) is requesting proposals from qualified Vendors to provide an integrated library system (ILS) for its Central and 23 branch libraries, as well as our growing Shared System, currently comprised of 47 public, private, and parochial schools and two art museums that share our ILS.

A collaboration between school and the public library, IndyPL started the Shared System in 1989 embedding public library services within schools' daily operations, combining catalogs and access services. Current plans are to grow the Shared System to as many township schools as find the model attractive. Therefore IndyPL is especially interested in a consortia model, supporting public libraries, school libraries and special libraries.

IndyPL and our Shared System members currently use SirsiDynix's Horizon 7.5.3 which is hosted in-house. IndyPL has used Horizon since 2000, the HIP catalog since 2005 and Enterprise discovery catalog since 2017. Staff functions such as circulation, acquisitions, cataloging, inventory and access to data for reporting are key management functions for IndyPL and our participating school libraries.

This RFP describes the technical specifications for the ILS requirements and the services to be performed and contains an overview of the terms under which the system and services are to be provided for all entities sharing the library's ILS.

IndyPL plans to implement the social discovery system Bibliocore, by BiblioCommons, Inc. Therefore, the scope of this project does not include a discovery layer and any responses to this RFP must assume the project includes ILS integration with Bibliocore.

## II. ATTACHMENTS

Attachment A – RFP Timetable

Attachment B – Software Functional Requirements

Attachment C – E-Verify Affidavit

Attachment D – Vendor Non-Collusion Affidavit

Attachment E – Insurance Requirements

IndyPL reserves the right to make changes to the RFP Timetable and will provide proper notification to all vendors at the time any changes occur.

## III. QUESTIONS AND CLARIFICATIONS

Questions and clarification inquiries about this RFP must be received on or before **July 2, 2018**, and should be directed in writing to:

Debra Moos Champ  
Director of Technology  
Indianapolis Public Library  
2450 North Meridian Street  
Indianapolis, Indiana 46208  
dchamp@indypl.org

Upon receipt of this RFP, all Vendors considering submission of a response to the RFP ("Proposal") and desiring to be included in this RFP process should submit the name, company, address, phone number, fax number and e-mail address of a person who shall be the single point of contact and who is authorized to act on behalf of the Vendor. This submission shall be forwarded no later than **June 22, 2018**, to Debra Moos Champ at the address or email listed above.

IndyPL shall not be responsible for any oral instructions given by any employees of IndyPL in regard to the Proposal instructions, specifications or Proposal documents as described in this RFP. Any changes will be in the form of an addendum, which will be furnished to all Vendors who are listed with IndyPL as having received the RFP, or to any other Vendor who requests an addendum. A complete listing of all Vendor questions along with IndyPL responses will be provided to each registered Vendor and on the IndyPL website.

#### **IV. SUBMISSION OF PROPOSALS**

Vendors must submit **ten (10) copies** of their Proposals along with one (1) electronic copy. Proposals must be received by IndyPL no later **than 2:00 PM on Monday, July 16, 2018** at the address listed above. No late proposals will be accepted. The Proposal opening will occur at 2:15 p.m. on that same day after which the responses will go to an evaluation team for review.

**A. Definitions:** The term Vendor ("Vendor") denotes those entities submitting a Proposal in response to this RFP. The term Contractor ("Contractor") is used throughout this RFP to define the Vendor entity that may be selected to provide the software, equipment, installation and configuration and support services described in this RFP. The term Agreement ("Agreement") denotes an agreement for the purchase of systems software, application software, implementation, software support, and training services for a new Integrated Library System that may be entered into by IndyPL with a Contractor.

**B. Public Records:** All materials submitted in response to this RFP become the property of IndyPL upon delivery and shall be appended to any formal documentation, which will further define or expand the contractual relationship between IndyPL and the selected Vendor. Vendors are advised that information and material contained in a Proposal shall be subject to disclosure under the Indiana Public Records Act, IC 5-14-3 *et seq.* ("IPRA"). After the contract award, the entire Proposal may be viewed and copied by any member of the public, including news agencies and competitors. Vendors claiming a statutory exception from disclosure under the IRPA of information included in its Proposal must:

- (1) Place all documents they consider confidential (including the requisite number of copies) in a sealed envelope clearly marked "Confidential" with the Vendor Name, IndyPL Point of Contact Name, and the Proposal Title.
- (2) Indicate in the transmittal letter for the Proposal that confidential information or materials are included in the submission along with a general description of the information for which confidential treatment is sought.
- (3) Indicate in the transmittal letter which statutory exception(s) provision of the IRPA applies to each listed confidential material item.
- (4) Provide a redacted version of the Vendor Proposal to properly identify (and black-out) those sections of the Vendor Proposal for which Vendor claims an exception from disclosure under the IRPA.

IndyPL reserves the right to make determinations of confidentiality upon consultation with legal counsel. If IndyPL does not agree with the claim that the information designated is confidential under one of the cited disclosure exceptions to the IRPA, it may either discuss its interpretation of the allowable exceptions with the Vendor or reject the Proposal. If agreement can be reached on the nature of the requested confidential materials, the Proposal will be considered. If agreement cannot be reached, IndyPL will remove the Proposal from consideration for award and return the entire "Confidential" package to the Vendor. The rest of the Proposal and other supporting documentation will not be returned to Vendor and remain part of the RFP file. **IndyPL will not consider prices, fees, or wage rates to be confidential information.** By submission of its Proposal a Vendor acknowledges that IndyPL is required to make disclosures as required by law, and nothing herein shall obligate IndyPL to defend a Vendor designation of its Proposal or portions thereof as confidential and excepted from disclosure. IndyPL shall not be liable for disclosures required by law.

- C. Reservation of Rights:** This RFP does not commit IndyPL to award an Agreement, to pay any costs incurred in the preparation of a Proposal to this request, or to otherwise contract for any software and/or services. IndyPL reserves the right to accept or reject any or all Proposals received as a result of this RFP, to have discussions with and request additional information and in-person interviews with any qualified Vendors, or to cancel in part or in its entirety this RFP, if it is in the best interest of IndyPL to do so. IndyPL will evaluate Proposals based upon the effectiveness of the perceived performance as it relates to IndyPL's specific requirements and criteria. The lowest fee Proposal shall not necessarily be selected. IndyPL specifically reserves the right to reject any or all Proposals or any part thereof; or to waive any defects or informalities. IndyPL may choose to have discussions with Vendors to clarify proposals.
- D. Inconsistency:** Any Vendor believing that there is any ambiguity, inconsistency or error in this RFP shall promptly notify IndyPL in writing of such apparent discrepancy. Failure to so notify IndyPL by the RFP Proposal submission deadline will constitute a waiver of claim of ambiguity, inconsistency, and/or error.
- E. Preparation Costs:** The Vendor shall be responsible for all costs incurred in preparing or responding to this RFP. All materials and documents submitted in response to this RFP shall become the property of IndyPL and will not be returned after the Proposal submission deadline.

- F. Commission Prohibition:** By submission of a proposal, the Vendor certifies that the Vendor has not paid or agreed to pay any fee or commission, or any other item of value contingent on the award of a contract to any employee, official or current contracting consultant of IndyPL.
- G. IndyPL's Right to Disqualify for Conflict of Interest:** IndyPL reserves the right to disqualify any Vendor on the basis of any real or apparent conflict of interest that is disclosed by the Proposal submitted or any other data available to IndyPL. The right of disqualification is at the sole discretion of IndyPL. Any Vendor submitting a Proposal waives any right to object at any future time, before any agency or board, including but not limited to the IndyPL Board, or any court, to IndyPL's exercise of its right of disqualification by reason of real or apparent conflict of interest as determined by IndyPL.
- H. Capabilities:** Any Vendor submitting a Proposal in response to this RFP warrants and guarantees that the Vendor is fully capable of performing each and every task set forth in the Proposal. No limitation or exception to this warranty provision will be acceptable to IndyPL; except, it is understood that the Vendor is not responsible for any problems in performance caused by improper acts or omissions by IndyPL.
- I. Covenant Against Contingent Fees:**
- a. The Vendor warrants that no person or selling agent has been employed or retained to solicit or secure the Agreement upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Vendor for the purpose of securing business.
  - b. For breach or violation of this warranty, IndyPL shall have the right to immediately terminate an Agreement that may be entered into with the Vendor without liability or, in its discretion, to deduct from fees or payments due the Vendor the commission, percentage brokerage or contingent fee.
- J. Gratuities:** IndyPL may immediately terminate consideration of a Vendor Proposal or the right of a selected Vendor to proceed under an Agreement that may be entered into with the selected Vendor if it is found that gratuities in the form of entertainment, gifts or otherwise were offered or given by the Vendor, or any representative of the Vendor, to any officer or employee of IndyPL with a view toward securing the Vendor selection or resulting Agreement, or the making of any determinations with respect to the issuance or performance of an Agreement.

**K. Diversity and Inclusion in Employment:**

- a. IndyPL is committed to providing an equal opportunity for participation of Minority, Women, or Veteran Owned Business (“XBE”) firms in all IndyPL business.
- b. IndyPL extends to each individual, firm, vendor, supplier, contractor and subcontractor an equal opportunity to compete for IndyPL business and strongly encourages voluntary utilization of disadvantaged and/or minorities to reflect both industry and community ethnic composition.
- c. It is the desire of IndyPL to measure participation of XBE firms in the procurement of goods and supplies, in the retention of professional services, and in the construction and renovation of facilities. Vendors, who meet the City of Indianapolis or State of Indiana criteria of XBE firms or similar requirements for out-of-state firms, may indicate the appropriate certification, with a copy of such certification included in their Proposal.
- d. Any Contractor in performing services under an Agreement resulting from this RFP shall not discriminate against any worker, employee or applicant or any member of the public because of race, religion, color, age, gender, creed, disability, national origin, ancestry, military service veteran status, sexual orientation or gender identity, nor otherwise commit an unfair employment practice. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are dealt with during employment, without regard to their race, religion, color, age, gender, creed, disability, national origin, ancestry, military service veteran status, sexual orientation or gender identity.

**L. Protest:** IndyPL reserves the right to reject any or all Proposals received, or any part thereof; to accept any Proposal or any part thereof; or to waive any informality when it is deemed to be in IndyPL's best interest. Any Vendor objecting to the rejection of a Proposal, or portion thereof, must submit a written protest stating the reasons for the protest to IndyPL within (5) calendar days from the date of IndyPL's notification letter.

**M. Licenses:** Each Vendor shall provide, as part of its Proposal, documentation to IndyPL evidencing all necessary licenses to practice the business for which Vendor has submitted its Proposal. It shall be a condition to the Agreement that any out-of-state Vendor that may be selected to provide the software and services sought by this RFP shall be duly registered and qualified to do business within the State of Indiana.

## V. GENERAL INFORMATION

<b>2017</b>	<b>Public Library</b>	<b>Shared Members</b>
Number of libraries	24	49
First-Time Check-outs	6,497,210	471,712
Renewals	7,408,331	57,916
Number of bibliographic records	1,396,000	211,400
Number of item records	1,717,500	249,300
Number of authority records	923,485	366,394
Number of patron records	501,525	
Total number of staff users	530 total Staff PCs/Laptops (clients)	112 total Staff PCs (clients)
	250 client connections typical; 350 total typical database connections including SIP.	
Acquisitions module usage	4,295 purchase orders	n/a
Serial module usage	2,000 active serial control records 8,000 serial check-in records	n/a
EDI for Acquisitions	3 users 36,000 EDI orders 36,000 EDI confirmations 36,000 EDI invoices	none
Number and type of self-check units	55 units in 17 library locations (CenTec i-circ)	none
Automated materials handling (AMH) units	Libretto by PV Supa Library Services Center 40-bins	Sorting by IndyPL
Telephone renewal/notification systems	All libraries using IndyPL centrally managed system (iTiva)	
Patron Notices	723,635 email 86,741 telephone 338,800 texts	
Number and types of vending machines	none	
Vendors for PC & Print Management	Envisonware's PC Reservation Papercut Print Management System	n/a
Vendors for financial collection agencies	Unique Management	none

<b>2017</b>	<b>Public Library</b>	<b>Shared Members</b>
Credit card processing	Payment Tech at circulation desks TYSYS for self-checks	n/a
Financial Accounting System	Munis	n/a
RFID Tags	ISO-15693 tags from various vendors, including Bibliotheca, and PV Supa	none
RFID Staff Stations	PV Supa Goodstuff RFID station with Goodstuff2 and LibConvert2 software	none
RFID Security Gates	PV Supa PG45 & PG50 security gates	none

## **VI. SPECIFICATIONS**

The requested system will include but is not necessarily limited to the following specifications and requirements. Additional detailed requirements are located in Attachment B, Software Functional Requirements. Please describe or respond to every specification and requirement in detail regarding how the proposed ILS solution will satisfy each specification and requirement. To the extent a Vendor takes exception to or is not capable of providing any specification or requirement for software, implementation, maintenance or service listed, Vendor shall specifically identify the exception in its Proposal.

### **A. Vendor Public Library/School Consortia ILS Solution**

Vendors may propose more than one ILS solution. However, it is the intent of IndyPL to host the ILS on premise. As previously stated, IndyPL plans to implement the social discovery system Bibliocore, by BiblioCommons, Inc. Therefore, the scope of this project does not include a discovery layer and any responses to this RFP must assume the project includes ILS integration with Bibliocore.

Vendor must have demonstrated experience with consortia, including at least two current customers.

## **B. Minimum ILS Requirements**

1. IndyPL expects that the next system will have all of the functionality of our current system.
2. The following single, all-inclusive (i.e. not in two or more separate) modules must be currently available and not in beta test:
  - Circulation
  - Cataloging with authority control services
  - Reporting
  - Acquisitions with EDI functionality
  - Serials
  - ILL
3. The system must support the following consortium features supporting public libraries, school libraries and special libraries:
  - A single overall administration module of the system, with various levels of policy control
  - Consortium level customer and material types
  - Differentiated policies, including loan periods, grace periods, fines and fees, and customer delinquency thresholds
  - Segregation of financial transactions
  - Algorithms (such as sharing and hold filling algorithms) can accommodate differences among staff-defined categories of libraries.
  - Various levels of reporting segregating patrons, collections and financial transactions by consortial entity
  - Despite consortial segregation, having the ability to share patron and bibliographic database records for search and checkout

## **C. Software Functional Requirements**

See **ATTACHMENT B**

## **D. Integration of 3rd Party Applications**

Vendors must indicate the capabilities of their systems as proposed to integrate a variety of third party products. Vendors must support library standards or have APIs robust enough to support these integrations. Third Party Products currently integrate with Horizon, Version 7.5.3 with some accessing the ILS through enhanced SIP and some through SirsiDynix Web Service product; some currently integrate using both protocols.

Examples of Third Party Products currently in use by IndyPL are as follows:

**Bibliocore** - ILS discovery interface by Bibliocommons, Inc.

**Novelist** and **Content Café** for enhanced discovery layer content

**PVSupa suite of RFID solutions** – PVSupa, through its suite of hardware and software products, provides and supports RFID applications at IndyPL. These reside on PC equipment at circulation desks, central sorter facilities, and on self-check computers. PVSupa RFID gates are also in operation at all library locations and connect to the ILS via SIP.

**Central Technology, Inc. (CenTec) i-circ self-checks**

**Talking Tech** – i-Tiva is the telecirc service currently integrated with the Horizon ILS.

**OverDrive** – IndyPL’s primary provider for ebooks and e-audiobooks.

**Unique Management Services (UMS)** debt collection services.

**Tech Logic Shelf Management System** inventory software and CircTrak RF

#### **E. Necessary Ancillary Equipment and Software**

Vendor must state all additional software and equipment that IndyPL is required to purchase to implement the Vendor’s public library/school consortia solution. The software/equipment must be identified and described in the Proposal along with complete cost for purchase, set-up, installation, and maintenance.

### **VII. VENDOR SUPPORT REQUIREMENTS**

#### **A. Vendor Installation and Implementation Services**

The vendor selected under this RFP will be at minimum responsible for the following installation, implementation and training services. The Library will provide a designated project manager, and expects the vendor to do the same. Please describe and provide information on your capabilities and options to provide the following:

- Project management for installing and configuring the software and hardware, working with the Library’s IT department team.
- Project plan and timeline for a targeted go-live date of January 1, 2020
- Transition plan (incoming and outgoing)

- Installation of ILS applications and modules, in conjunction with IndyPL IT, including test and training environments.
- With IT staff, setup and testing of staff security profiles, location profiles and borrower profiles
- Project Management of the system implementation, including managing both Vendor and Library project staff through design, development, and data conversion, the development of testing plans, training and cut-over to production.
- Migrating existing data such as: patron records, bibliographic records, item records, name and subject authority records, serials records, acquisitions records and circulation transactions (charges, bills, holds); keeping the consortial nature of patron and bibliographic records in mind.
- Conversion of current library application software parameters with assistance in making changes as required
- Providing system testing in accordance with testing plans.
- On-site staff training on all ILS modules and functions for public library and shared system school library staff in advance of Go-Live
- On-site training and tech support the first two weeks after Go-Live
- Follow-up On-site training after three months to review and learn more advanced feature
- Documenting processes and procedures as outlined in this RFP
- System administration and user documentation for the ILS
- With IT staff, support to setup and test routine maintenance/administration tasks
- Documentation of actual IndyPL SQL table structures and names
- On-site SQL report training with live database structure and common reports
- For Technical Services "Go Live":
  - With Cataloging and IT staff, setup of authority service or import profiles for external authority service
  - With Acquisitions staff, assistance setting up the Materials budget
  - With Acquisitions staff, set up and testing of enhanced ordering and invoicing with two major vendors to ensure continual operations without delays
  - With Cataloging staff, set up and testing of MARC import profiles with two major vendors to ensure continual operations without delays
  - Direct vendor support for the technical support functions

- Remaining available for support and service through the life of the contract currently envisioned being an initial 5-year term with an option for single year extensions.

## **B. Data Migration**

IndyPL requires the following data be migrated from Horizon into the new ILS. Please describe and provide information on your system capabilities and options for migration of the following:

- Patron information, including creation date, expiration date, last activity date, birthdate, notes, current checkouts, holds, unpaid fines and fees and collection agency information, borrower type, borrower statistical code and home library. (Horizon Borrower statistical code determines whether a patron is a public library or school library patron.)
- Bibliographic information, including all MARC fields and the date the bibliographic record was added.
- Serial volume/control records including internal notes and pop-up alerts, summary holdings, check in history and cards, prediction patterns, claim information and links to bibliographic and item records.
- Item information, including date added, historical circulation counts, fields giving copy-specific information (call number, owning library, shelving location, collection, format, item status, primary and secondary location, item notes and item type or other link to loan rules), holds, and last activity.
- Holds information, including current status of items on hold, date holds were placed, hold expiration dates, complete waiting list in order by date placed, and whether hold is for a title or a specific item or volume.
- Transaction information, including all open financial transactions associated with existing item and patron barcodes/IDs. Item owning location and patron borrower statistical code are particularly important for identifying public library vs. school library transactions and materials.
- Current year and previous two years acquisitions funds, records for vendors used in the last 3 years, current year open and closed purchase orders (PO headers and line items) and invoices, previous two years of closed purchase orders and invoices.

### **C. Maintenance Support**

Responders are encouraged to address functional details relating to: updates/upgrades; day end and year end processes; scheduled maintenance periods; access to a test environment; HTTPS; PCI compliance; levels of administrative users; user permissions; backup; documentation; data security; database software and operating system; database maintenance, including existing purge options, technical support service hours; availability of online ticket submission systems; and support request procedures and response timeframes. IndyPL requires a production environment as well as a test/training system for all modules.

The vendor must guarantee support for current releases of all databases and operating systems for the first 5 years after the release. IndyPL will require an ongoing annual contract for support and maintenance.

## **VIII. ADDITIONAL TERMS AND CONDITIONS OF GOVERNING AGREEMENT**

In addition to the proposal response requirements of his RFP, which each Vendor shall agree to by the act of submitting its Proposal response, any Vendor that may be selected to provide the ILS solution and perform the services and to enter into the Agreement with IndyPL must agree to a number of general terms and conditions. If a Vendor cannot agree to any of the stated general terms and conditions, its proposal response must clearly state the reason for any such non-compliance. Please note that any exceptions to the following requirements, as well as other sections of this RFP should be addressed in a separate section of the vendor's Proposal.

1. The submission of a Proposal response constitutes the agreement of any submitting Vendor that any contract to be drawn as a result of an award to the Vendor will be prepared by counsel for the Library or if the selected Vendor standard contract is used it shall be subject to modification and negotiation by counsel for IndyPL to conform to the requirements of this RFP, Indiana legal requirements and principles applicable to IndyPL, and requirements for the protection of IndyPL as are appropriate. Vendors are requested to submit copies of their applicable standard contracts for systems software, application software, and software support.
2. Vendor shall comply with, abide by and observe the all statutes, laws, ordinances, rules, regulations, orders and standards of federal, state and local governments having authority or jurisdiction over the products, services or

performance of the services, or any lawful orders pertaining in any way to the services to be provided to IndyPL.

3. Any resulting Agreement between IndyPL and Vendor shall require the Vendor to secure, pay for and maintain the insurance policies and coverages, and shall include the insurance requirements, set forth in **Attachment E**.
4. The selected Vendor must agree to enroll in and participate in the E-Verify Program as required by the Indiana Code 22-5-1.7-11 during the hiring process for all employees hired after the date of the Agreement. The selected Vendor must agree to require its subcontractors who may perform work under the Agreement to certify to the Vendor that the subcontractor does not knowingly employ or contract with an unauthorized alien and that the subcontractor has enrolled and is participating in the E-Verify program. The selected Vendor must agree to maintain this certification throughout the duration of the term of a contract with a subcontractor. IndyPL may terminate a resulting Agreement for default if the selected Vendor fails to cure a breach of these E-Verify provisions no later than thirty (30) days after being notified by IndyPL of such breach. As a condition to entering into an Agreement, the selected Vendor must execute the E-Verify Affidavit which shall be an exhibit to the Agreement. The affidavit shall be in the form attached to this RFP as **Attachment C**.
5. It is expressly understood and agreed that the selected Vendor shall be an independent contractor and not an employee of IndyPL. The Agreement will not constitute, create, give rise to, or otherwise recognize a joint venture, partnership, or formal business organization of any kind between the parties, and the rights and obligations of the parties shall be only those expressly stated in the Agreement. Nothing in the Agreement shall create any contractual or other relationship between IndyPL and any subcontractor having a contract with Vendor, nor shall it create any obligation on the part of IndyPL to pay or to see to payment of any monies due to any subcontractor from Vendor. Vendor represents and warrants that no persons supplied by it in the performance of the Agreement are employees of IndyPL and further agrees that no rights of IndyPL's civil service, retirement or personnel rules accrue to such persons. The Vendor shall have complete responsibility for all salaries, wages, bonuses, retirement, withholdings, workers' compensation and occupational disease compensation insurance, unemployment compensation, other benefits and taxes and premiums appurtenant thereto concerning all employees and personnel provided by Vendor in the performance of the Agreement and shall save and hold IndyPL harmless with respect thereto.

6. Any Services Agreement entered into as the result of this RFP will not constitute, create, give rise to or otherwise recognize a joint venture, agreement or relationship, partnership or formal business organization of any kind between the parties, and the rights and obligations of the parties shall be only those expressly set forth therein. The Vendor will agree that no persons supplied by it in the performance of a resulting Agreement are employees of IndyPL and further agrees that no rights of IndyPL's civil service, retirement or personnel rules accrue to such persons.
7. The Vendor shall have the sole responsibility for all salaries, wages, bonuses, retirement, withholdings, workers' compensation and occupational disease compensation insurance, unemployment compensation, other benefits and taxes and premiums appurtenant thereto concerning such persons provided by such Vendor in the performance of the Agreement and shall indemnify and hold IndyPL harmless with respect thereto.
8. It shall be a condition to the Agreement that any out-of-state Vendor that may be selected to provide the Services shall be duly registered and qualified to do business within the State of Indiana.
9. The selected Vendor must keep all resulting contract records separate and make them available for audit by IndyPL personnel or Indiana State Board of Accounts personnel upon request for a period of 3 years after the end of the agreement term and completion of the services.
10. News releases pertaining to this RFP or the requested services shall not be made without written prior approval of IndyPL.
11. Planned use of Subcontractors in connection with the Agreement should be clearly explained and described in the Vendor's Proposal response. The use of any Subcontractor in connection with the ILS solution or services shall be subject to the approval of IndyPL, and any approved Subcontractor shall agree to be bound by and subject to all terms and conditions of the Agreement between IndyPL and the selected Vendor. The Vendor as prime contractor will be responsible, and must take responsibility, for the performance of all services under the Agreement whether or not Subcontractors are used.
12. The selected Vendor must certify that the Vendor is not engaged in any investment activities in Iran as defined in Ind. Code § 5-22-16.5-8.
13. The proposing Vendor agrees that it will hold harmless, defend, and indemnify the IndyPL, its officers, agents, volunteers, and employees from and against any and all claims, demands, costs, or liability, including attorney fees, arising out of

or in any way connected with the proposing vendors performance of, or failure to perform, the work or any part thereof or caused in whole or in part by any act or omission of the Vendor, any of its subcontractors, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, except to the extent caused by the active negligence, sole negligence, or willful misconduct of IndyPL.

14. Should the selected Vendor or Contractor cease to exist or their organization become financially insolvent, rights to use the source code (for IndyPL's use only) shall be granted to IndyPL.
15. It is mutually understood and agreed that the Proposal and any final contract will be binding upon the Vendor and its successors. Neither this RFP, any final contract, any part of either or any monies due, or to become due under them, may be assigned by Vendor without the prior written consent of IndyPL.

## **IX. VENDOR REPRESENTATIONS**

In order for the Library to accept a Proposal, each vendor, by submitting a proposal, thereby represents and warrants as follows:

1. Vendor understands that its professional responsibility is solely to IndyPL. Vendor warrants that it presently has no interest, present or contemplated, and will not acquire any direct or indirect interest that would conflict with its performance of any final contract. Vendor further warrants that neither Vendor, nor Vendor's agents, employees, subcontractors, and vendors, have any ancillary real property, business interests, or income that will be affected by this RFP or final contract or, alternatively, that vendor will file with IndyPL an affidavit disclosing this interest. Vendor will not knowingly, and will take reasonable steps to ensure that it does not, employ a person having such an interest in the performance of a final contract. If, after employment of a person, Vendor discovers that it has employed a person with a direct or indirect interest that would conflict with its performance of a final contract, Vendor will promptly disclose the relationship to IndyPL and take such action as IndyPL may direct to remedy the conflict.
2. Vendor will comply with all applicable local, state, and federal laws and regulations prohibiting discrimination and harassment.
3. Any action at law or in equity brought for the purpose of enforcing a right or rights provided for by this RFP or final contract will be tried in a court of competent jurisdiction in Marion County, State of Indiana, and vendor and

IndyPL will waive all provisions of law providing for a change of venue in these proceedings to any other county. The laws of the State of Indiana will govern this RFP and any final contract.

4. The individuals executing this RFP and the instruments referenced in it on behalf of Vendor each represent and warrant that they have the legal power, right and actual authority to bind Vendor to the terms and conditions of this RFP.

## **X. GENERAL INFORMATION TO BE INCLUDED IN THE REQUEST FOR PROPOSAL**

### **A. Introduction and cover letter**

- Vendor name, address, telephone, and fax
- Contact person for Vendor's response
- Signature of contact person (this signature will serve as verification that Vendor is a legal entity, Vendor does not discriminate, that the contact person is authorized to act on Vendor's behalf, and that the Proposal shall remain valid for at least one hundred-eighty (180) days unless otherwise extended by the Parties).

- B. Company Profile – This section shall include information relating to the business organization of Vendor and any third party, which would be partnering with Vendor on this project ("Third Party"). The full name and address of each potential key team member should be provided, and indication given whether each operates as an individual, partnership, or corporation. Please explain whether there are any known circumstances, such as major organizational restructuring, mergers, and/or acquisition plans, which are under consideration.

- C. Company Experience – It is expected that the proposing vendor has the requisite experience, ability, capital, facilities, organization, and staff to enable the proposing vendor to perform the work successfully and promptly, and to commence and complete the work within the proposed price and time frame. This section shall contain a general overview demonstrating Vendor's proven experience implementing systems for mixed school/public library consortia, including at least two current customers.

- D. Company References – This section shall include contact information for six (6) or more customers from libraries of similar size and number of transactions. This information shall include the company names of the clients, the contact persons, telephone numbers and the addresses of the companies. One of the three references should be a mixed school/public library consortia. Please provide a brief description of the work performed on each project. IndyPL may, at its option, contact other known Vendor customers for references.
- E. Response to General and Functional Specifications – This section should indicate and describe how the Vendor proposed ILS solution meets the specifications and, if not, what comparable services Vendor offers, whether the specifications are in development; whether the vendor would be willing to develop critical specifications or whether Vendor would have to sub-contract with other Vendors (Subcontractors) for the services. This section should specify costs for developing critical specifications. This section should also indicate whether Vendor accepts the general contract requirements with any exceptions thereto noted.
- F. Vendor must provide a detailed pricing summary for the public/library consortia solution proposed. All items must be identified, with recurring and nonrecurring (one-time) costs indicated. Items to include, but not limited to, are required software, installation, interfaces, maintenance, consultation, data migration and conversion costs.
- G. IndyPL is tax-exempt and prices quoted shall not include a charge for sales tax. A sales tax exemption certificate will be provided to the Vendor selected.
- H. E-Verify Affidavit (see the attached **Attachment C**).
- I. Non-Collusion Affidavit (see the attached **Attachment D**).

Vendors may include any other information that they believe will assist them in making their Proposals. Short-listed Vendors may be required to provide copies of your organization's last three (3) years of audited financial statements, including any pending litigation, in a confidential manner to the Library's Chief Financial Officer. Please **do not** send financial statements with your proposal.

## **X. EVALUATION CRITERIA**

RFP responses will be evaluated by an evaluation committee composed of Library staff. The final decision will be based on a number of evaluation criteria, primarily how well the proposed solution will meet the Library's overall functional requirements. The requirements noted in this RFP are designed to meet these objectives.

Submission of a Proposal by a vendor will be judged as acceptance of the evaluation process and that a final decision will be made in the best interest of IndyPL. The evaluation committee will open and review the Proposals in confidence to avoid disclosure of contents to competing offerors during the process of negotiation. Proposals will be available to the public after contract award.

The Library reserves the right to select the vendor who best meets the overall needs of the Library, based primarily on the following criteria (not listed in any order of importance):

- The overall capability to provide the required software features and capabilities
- The ability of the system to support the consortium features supporting public libraries, school libraries and special libraries as described in this RFP
- The flexibility of the application software, including the availability of tools to allow the novice user to "drill down and across" and perform Ad Hoc analysis and reporting
- The amount of vendor support that will be available for installation, conversion, training (on-site and online webinars), ongoing modifications, and software support
- The total costs of the system over a ten-year period, including direct and indirect costs
- The vendor's performance record to date in meeting the requirements of their existing customers, including the availability of users similar to the Library to allow reference investigation
- Adherence to the requested information specifications, thoroughness of the proposal, as well as the overall format of the presentation. Vendors should provide detailed responses to Section VI, Specifications, Section VII, Vendor Support Requirements, as well as Attachment B, Software Functional Requirements
- The financial stability, longevity, and strength of the vendor

- Corporate direction (potential organizational/industry restructurings, mergers, acquisitions, etc.)
- Future technology direction (major changes in architecture, database, platforms, languages, etc.)
- The capability to perform required conversions of existing data files
- The seamless integration of the various system modules and ability to meet the interface/integration requirements noted in this RFP
- Ease and intuitive use of the software interface

## **XI. EVALUATION OF SHORT-LISTED & FINAL VENDOR SELECTION**

The Library evaluation committee will assess the Proposals received based on the criteria listed above. After the initial Proposal evaluation, the Library may determine that additional information, discussion or clarification is needed with or from Vendors that are determined to be reasonably qualified of being awarded the ILS project, and IndyPL reserves the right to request such information. The short-listed candidates will be contacted and will be asked to conduct a multiple-day demonstration, at no cost to the Library, following guidelines provided by IndyPL. A listing of requested enhancements and current bug-list will be required at these meetings. Following the demonstrations, IndyPL reserves the right to request the Vendors to provide a best and final proposal.

## **ATTACHMENT A**

Indianapolis Public Library  
Request for Proposals

Integrated Library System

### **RFP TIMETABLE**

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Release RFP to Vendors:	June 12, 2018
Registration Date for Vendors:	June 22, 2018
Questions and clarification inquiries about this RFP due on or before:	July 2, 2018
RFP Submittal Deadline:	July 16, 2018, 2:00 PM EST
Vendor Demonstrations	August 20-22, 2018; August 29-31, 2018; September 4-6, 2018
Recommendation to IndyPL Board for Approval of Vendor Selection:	October 9, 2018
Approval of Award by IndyPL Board:	October 22, 2018
Notification of Vendor Selection:	October 23, 2018
Begin Contract Negotiation:	October 23, 2018
Signed Contract Completed:	February 1, 2019
Go-Live:	January 1, 2020

## **ATTACHMENT B**

### Indianapolis Public Library Request for Proposals Integrated Library System for a Public Library/School Consortium

## **SOFTWARE FUNCTIONAL REQUIREMENTS**

Vendors must respond to every requirement. Responses must correspond to the numbering system used in this RFP. Please describe or respond to each specification and requirement in detail regarding how the proposed ILS solution will satisfy each specification and requirement, or if the functionality is in development, or planned. Short-listed Vendors must be prepared to demonstrate any requirement in which they have indicated the functionality is available in the system they are proposing.

### Software Functional Requirements Definitions

Background: IndyPL staff and Shared System members created the list of requirements through ten different work groups. Each of the ten workgroups was made up of "experts" in the area they represented. The data gathered provided us with the software functional requirements.

The Workgroups are:

- Accounting
- Acquisitions & Selection
- Cataloging, Processing & Digital Projects
- Circulation Staff
- Circulation Supervisors
- IT
- Librarians, Public Service Associates, ILL & Digital Resources
- Public Service Managers
- Serials
- Shared System Schools

**Line:** Number used to refer to a particular Requirement.

**Category:** Category was assigned by the originating workgroup.

- ACQ – Acquisitions
- ACT - Accounting
- CAT – Cataloging
- CIR - Circulation
- CM – Collection Management
- General – Crosses more than one workgroup
- LIB - Librarians
- SER - Serials
- SYS – System Functionality

**Subcategory:** Subcategory defines the type of task or need within the workgroup.

**Requirement text:** Software functional requirement

Line	Category	Subcategory	Requirement text
			<b>Collection Management - General Requirements</b>
1	SYS	System	Collection management modules, including Acquisitions, Cataloging, and Serials, are fully integrated, and records are linked so that staff can move seamlessly between modules.
2	SYS	System	The system tracks the creation, change, and edit history for each purchase order, invoice, authority, bibliographic, and item record, including the date, status change, type of edit, and login information for the user creating or editing the record.
3	CM	General	Cataloging, Acquisitions, Receiving, and Serials transactions post to the database in real time.
4	CM	General	The system supports floating collections: an item remains at the location where it is checked in, until it is checked out or fills a hold at another location. Individual items or categories of items can be exempted from floating; non-floating items return to their home location after they are checked in. Individual locations can be designated as non-floating, i.e. their items always return to the owning location after they are checked in.
5	CM	General	Collections can be designated to only float to certain locations.
6	CM	General	Shared items from a floating location that land at a non-floating location will return to a designated location.
7	CM	General	Loaning rules are determined by the checkout location, item type, and patron type.
8	CM	General	Circulation statistics belong to the checkout location.
9	CM	General	The system distinguishes between in-transit, on-the-hold-shelf, and checked-out by location for statistical purposes.

Line	Category	Subcategory	Requirement text
			<b>Collection Management - Reporting</b>
10	ACQ	Reports	Standard fields available for all Collection Management reports (bibliographic and item records) include: author, title, barcode, bibliographic number, collection code, last checkout date, last status change, creation date, checkouts, in-house uses, current status, item call number, bibliographic call number, OCLC number, publication date, ISBN/ISSN, barcode, inventory date, check out location, due date, item type, note, price, last updated date, item number.
11	CM	Reports	Staff can produce on demand as well as year-end floating collection balancing reports that support redistribution of collection across locations.
12	CM	Reports	Staff can produce on demand report of reinstated items by date range.
13	CM	Reports	Staff can produce on demand report of number of titles located at one or more locations by date range by Dewey range. The report should display standard collection management report data fields. (Example: "How many books on military history were at Haughville in March?")
14	CM	Reports	Staff can have the system automatically create recurring regular, daily, weekly, and monthly reports (e.g. circulation, overview, collection snapshot, acquisitions activities, etc.) These generated reports (custom or canned) can be saved, printed, or exported as a PDF or Excel file.
15	CM	Reports	Data available for all Collection Management reports (bibliographic and item records) include: author, checkouts year-to-date, in-house uses year-to-date, customizable date ranges for number of checkouts and number of in-house uses. (In addition to cumulative, we want year-to-date)
16	CM	Search	The system allows grouping of collection, location, item type, and patron type codes, so that (for example) all adult formats can be grouped together in search results and reports.

Line	Category	Subcategory	Requirement text
			<b>Acquisitions - General</b>
17	ACQ	Acquisitions	The system provides the following standard Acquisitions functions: fund accounting, vendor accounting, ordering, invoicing, receiving, payments, claiming, cancellations, and statistical reporting.
18	ACQ	Acquisitions	Staff can access fund updates and balances in real time.
19	ACQ	Acquisitions	Staff can check budget and fund statuses for their collection areas.
20	ACQ	Acquisitions	The system maintains a complete audit trail of fund allocations and adjustments by staff members.
21	ACQ	Acquisitions	Staff can immediately identify and search for purchase orders that have not been completed.
22	ACQ	Acquisitions	The system can be set up to automatically receive items, with the ability to unreceive upon check of delivery.
23	ACQ	Acquisitions	Staff can easily view fund status, including allocation, encumbrances, expenditures, on order amounts, and available balances.
24	ACQ	Acquisitions	Purchase orders and invoices can contain unlimited line items and copies.
25	ACQ	Acquisitions	Purchase suggestions integrated with Acquisitions.
26	ACQ	Acquisitions	Staff can search for purchase orders using fields including but not limited to the order number, title, author, bibliographic number, ISBN/ISSN, vendor code/name/title, and amount.
27	SER	Acquisitions	Full integration with the Serials subsystem, including shared access to vendors, funds, EDI processing, and ordering. Includes a link from serials subscription records to purchase orders and vice versa.

Line	Category	Subcategory	Requirement text
			<b>Acquisitions - Funds &amp; Invoicing</b>
28	ACQ	Funds	Funds can be tied to the fiscal year or independent of a specific time period.
29	ACQ	Funds	The system provides an option to block new encumbrances when funds are over-encumbered or over-expended by more than a configurable amount, with override capabilities for authorized staff.
30	ACQ	Funds	Staff can allow for multiple hierarchy levels per fund and support these transactions, such as encumbrances, expenditures, transfers, allocations, etc.
31	ACQ	Funds	The system allows individual libraries in the consortial system to perform fund management and other acquisitions processes simultaneously and independently.
32	ACQ	Funds	Staff can close with a variety of fiscal-year options, including rollover, and retain fiscal close records for an unlimited period of time and in various formats.
33	ACQ	Funds	Staff can edit funds and amounts when paying, which will automatically adjust encumbrances.
34	ACQ	Funds	Staff can limit maintenance, management, and reporting on an individual library's funds to only that library. (Consortial)
35	ACQ	Funds	Staff can place orders using overspent funds.
36	ACQ	Funds	Staff can set default item costs or use previous year averaging of item costs for purposes of budget projections/estimates.
37	ACQ	Funds	Staff can transfer funds, edit funds, or reallocate funds.
38	ACQ	Funds	Staff can transfer outstanding items from prior fiscal year to current fiscal year. (rollover)
39	ACQ	Funds	Staff can carry encumbrances to the new fiscal year while assigning new allocations for each fund.
40	ACQ	Invoices	The system allows for additional charges on the invoice (taxes, shipping, processing, surcharges, etc.) to be prorated evenly among the items and funds within the invoice.
41	ACQ	Invoices	The system allows processing of a partial invoice.
42	ACQ	Invoices	The system allows for EDI invoicing that populates various line items with additional charges (e.g. shipping, tax, cataloging and processing fees, etc.).

Line	Category	Subcategory	Requirement text
			<b>Acquisitions - Ordering &amp; Receiving</b>
43	ACQ	Ordering	Staff can easily view title detail (vendor, location, cost, collection code, internal notes, work slip notes, product ID from vendor, ISBN/ISSN, fund, quantity, publication date, bibliographic number) in the purchase order.
44	ACQ	Ordering	Staff can add a new title to a purchase order or adjust title quantities before it is released to the vendor.
45	ACQ	Ordering	Staff can copy titles between purchase orders.
46	ACQ	Ordering	Using Enriched EDI in the creation of purchase orders, staff can import MARC records with correct fund, location, collection codes, price, item type, call number, quantity in a specified MARC field (e.g. 955) that creates order records and item records with populated data MARC records in the ILS.
47	ACQ	Ordering	Staff can combine multiple material types (e.g. print, audiovisual) on a single order.
48	ACQ	Ordering	Staff can configure, manage, and save purchase order templates and then batch load records with the purchase order template.
49	ACQ	Ordering	Staff can create purchase order numbers of variable length with special characters.
50	ACQ	Ordering	Staff can create purchasing groups (i.e. a subset of branches), which can be assigned to each order. (similar to grid templates from vendors)
51	ACQ	Ordering	Staff can create, manipulate, and order/receive in multiple fiscal years.
52	ACQ	Ordering	Staff can delete items from a purchase order or re-order using a different vendor before it is released to the vendor.
53	ACQ	Ordering	Staff can easily identify EDIFACT orders that have not been successfully submitted, through EDI confirmation reports.
54	ACQ	Ordering	The system supports exporting purchase orders and importing bibliographic records via FTP from within the acquisitions interface.
55	ACQ	Ordering	All invoice information is attached to the purchase order.
56	ACQ	Ordering	The system creates an order placeholder upon manual entry of item records attached to bibs so patrons can place holds.
57	ACQ	Ordering	Purchase orders have fields for vendor notes, internal notes, work slip notes, order notes, and order status.
58	ACQ	Ordering	The acquisitions database table (or set of tables) stores bibliographic information, acquisitions type, status information, library/branch/copy/fund info, invoice information, vendor information, vendor report information, accounting information, instructions to vendor, requestor information, internal processing notes, and public notes.

Line	Category	Subcategory	Requirement text
			<b>Acquisitions - Ordering &amp; Receiving -2-</b>
59	ACQ	Ordering	The system generates sequential purchase order numbers, but still allows editing of the numbers.
60	ACQ	Ordering	The system generates unique order and bibliographic numbers.
61	ACQ	Ordering	The system detects duplicate orders and provides alerts when the new order is created. Staff can set profile match points, including OCLC number, ISBN, ISSN, and title/author.
62	ACQ	Ordering	Staff can search for purchase order by status (new, approved, order sent, confirmation received, on backorder).
63	ACQ	Ordering	Staff can manually encumber funds for example electronic databases, invoices for unprocessed materials, or subscriptions where no bibliographic or item records are created.
64	ACQ	Ordering	Staff can order from multiple funds on the same purchase order.
65	ACQ	Ordering	Staff can order using Enriched EDI, FTP, one-click ordering, and other forms of electronic ordering with any vendor that supports it.
66	ACQ	Ordering	Staff can manually create and print purchase orders when EDI is not an option with the vendor.
67	ACQ	Ordering	Staff can retrieve the last/previous purchase order worked on.
68	ACQ	Ordering	Staff can sort lines on a purchase order by all fields (author, title, ASIN/UPC/OCLC, etc.)
69	ACQ	Ordering	Staff can suppress select bibliographic and item records from showing in the public catalog within the acquisitions module.
70	ACQ	Ordering	Staff can undo purchase order approval, receipt, and invoice.
71	ACQ	Ordering	Staff can attach an item order record to an existing matching bibliographic record without overlaying that record.
72	ACQ	Ordering	The system provides the ability to create various types of orders, including: firm orders, standing orders with encumbrances, continuations, gifts, prepaid orders, gratis orders, serial orders, replacement orders, memberships, and database licensing fees.
73	ACQ	Ordering	Staff can manually create and apply numerous distribution templates for multiple items when creating order records.
74	ACQ	Ordering	Staff can customize purchase order headers.
75	ACQ	Ordering	At the point of order creation the system will identify and alert staff of duplicate bibliographic or order data and allow staff to append or create a new or existing record. Staff can set profile match points, including OCLC number, ISBN, ISSN, and title/author.

Line	Category	Subcategory	Requirement text
			<b>Acquisitions - Ordering &amp; Receiving -3-</b>
76	ACQ	Ordering	Staff can sync purchase order numbers to MUNIS purchase order numbers.
77	ACQ	Ordering	Staff can batch insert order data including cart name and notes in imported on-order MARC records through templates in the ILS system. The cart name can be typed in manually or imported with the MARC 955 order data received from the vendor grid.
78	ACQ	Receiving	Staff can adjust the number of copies received and their locations prior to saving all selected line items.
79	ACQ	Receiving	Only specified staff (by set permission) can unreceive or cancel purchase order title lines.
80	ACQ	Receiving	Staff can edit work slip and internal note lines.
81	ACQ	Receiving	Staff can select multiple purchase order lines to receive.
82	ACQ	Receiving	Staff can open multiple purchase orders.
83	ACQ	Receiving	Staff can read notes from selectors on work slip note line.
84	ACQ	Receiving	Staff can receive by title line.
85	ACQ	Receiving	Staff can receive unprocessed items.
86	ACQ	Receiving	Staff can scan barcode(s) when prompted to create items, one-by-one.
87	ACQ	Receiving	Staff can select how the columns are displayed for a title of the purchase order screen; to include the title, author, ISBN/ISSN, unit price, work slip note, quantity, product ID, internal note, fund, publication date, bibliographic number, extended price, charges, billed, spent, on order, discount, location, etc.
88	ACQ	Receiving	Staff can toggle purchase order mode between edit and receive.
89	ACQ	Receiving	Staff can view item detail and history (created, ordered, received, and invoiced dates) of a purchase order title line.
90	ACQ	Receiving	The system flags items with holds in the receiving process.
91	ACQ	Receiving	Staff can receive partial quantities for a purchase order line item.
92	ACQ	Receiving	Staff can batch enter a range of barcodes at the point of receipt, to create multiple item records.

Line	Category	Subcategory	Requirement text
			<b>Acquisitions - Records, Reports &amp; Searching</b>
93	ACQ	Records	The system maintains historical acquisitions data until it is purged on a configurable schedule, or manually purged.
94	ACQ	Records	The system supports an unlimited number of funds, vendors, purchase orders, invoices, claims, transactions, authority records, bibliographic records, item records, and materials types and formats.
95	ACQ	Records	The system provides an item deletion tool.
96	ACQ	Reports	Staff can produce on demand reports for items added and deleted in a specified call number range or collection code, during a specified time period with flags for last copies.
97	ACQ	Reports	Each location has a customizable "target size" attribute for the total branch collection and each collection code that is accessible for reporting.
98	ACQ	Reports	Staff can create on-demand reports collecting usage statistics of music and video genres, using MARC fixed field - comp, as well as fields 099, 650 and 655.
99	ACQ	Reports	Staff can produce on demand report of number of checkouts by customized date range and/or number of checkouts by locations, collection codes, call number, subject area, genre, copyright date, creation date, and Dewey range. The report should display standard collection management report data fields. (Which cookbooks had the most checkouts in 2017?) (How many things did we buy that circulated 0 or 1 time in the last year?) (What percentage of Black History titles were checked out from Central in February?)
100	ACQ	Reports	Staff can produce on demand report of items based on a specified number of copies. ("Here is the standard Collection Management report fields data on all the graphic novels where we own 10+ copies.")
101	ACQ	Reports	Using a target size by location, staff can produce on demand book stock reports by location. The first book stock report will include total number of items at each location, target size, and calculation difference. The second book stock report will be created for each location and include number of items for each collection code and number of items for each Dewey centennial in nonfiction.
102	ACQ	Reports	Staff can produce on demand report of staff performance statistics, i.e. number of records created (bibliographic, item, order, receiving, etc.).

Line	Category	Subcategory	Requirement text
			<b>Acquisitions - Records, Reports &amp; Searching -2-</b>
103	ACQ	Reports	Staff can produce a spending report by Dewey range (Bib level call number - MARC 092). ("How much did we spend in the 940s vs. 810s on fund ABC?")
104	ACQ	Reports	Staff can produce on-demand and year-end fund management reports, indicating for each fund the allocation, encumbrances, expenditures, on order amounts, and available balances in raw and percentage numbers.
105	ACQ	Reports	Staff can produce on-demand report of orders per order date range, order status (completed, updated, created, received) and limited by key fields. These reports should display selected fields: purchase order number, order status (completed, updated, created, received), title author, ISBN/ISSN, vendor code, vendor name, purchase order line, unit price, order amount, internal notes, work slip notes, product IDs, bibliographic number, order note, location, description, item creation, item type, barcode, vendor number, collection code, call number, fund.
106	ACQ	Reports	Staff can produce on demand report of approved invoices on an automatically recurring schedule: weekly, monthly, daily, etc.
107	ACQ	Reports	Acquisitions Staff can produce on-demand and year-end vendor reports, including outstanding orders, amount expended or encumbered, orders placed within a specific timeframe, fill rates, etc.
108	ACQ	Reports	Staff can produce on demand report of items on hold for 180 days or more and items with holds but no available items with key fields.
109	ACQ	Reports	Staff can produce on demand purchase alert report of bibliographic records exceeding a specified holds-to-copies ratio or holds with no available copies with key fields. Staff can change all parameters, including holds ratio threshold, on demand.
110	ACQ	Reports	Fund management reports can be generated by hierarchy and fund with all predefined data elements.
111	ACQ	Reports	Staff can create a customized fund dashboard for their collection areas and sub-areas.
112	ACQ	Reports	Staff can produce on demand report for a designated part of the collection by collection code or call number of items in the system to identify last copies with ability to exclude by status) at all locations. The report should display separate reports should be generated for each location, as well as report including all location, and then a summary report tallying the totals for last copies broken down by location.

Line	Category	Subcategory	Requirement text
			<b>Acquisitions - Records, Reports &amp; Searching -3-</b>
113	ACQ	Reports	Staff can produce on-demand report of invoice statements by key fields. This report should display selected fields: invoice/statement number, vendor name, vendor code, updated, dates (updated, created, approved, and completed), note, amount, remaining amount, vendor no, type (invoice, nontitle credit, sup invoice, credit memo).
114	ACQ	Reports	Staff can produce on-demand report of items that have not been received for more than 180 days past the order date. This report should display key fields.
115	ACQ	Searching	Staff can conduct quick and efficient searches using any of the following fields: title, general keyword, author, subject, genre, call number, barcode, ISBN, bibliographic number, call number, publisher, notes, performers, OCLC number, ASIN, and UPC, ANSCR call number, SUDOC number browse, publisher number browse, Indy PL Dewey number vs. SS Dewey number.
116	ACQ	Searching	Staff can locally configure and save advanced searching options for individual logins.
117	ACQ	Searching	Staff can locally configure relevance algorithms for individual logins.
118	ACQ	Searching	Staff can locally configure default search results sort order for individual logins.
119	ACQ	Searching	Staff can locally configure fields to display in search results for individual logins.
120	ACQ	Searching	Staff can search vendors by key fields: vendor name, vendor keyword, vendor code, purchase order number, purchase order creation date, purchase order update date, purchase order completion date, purchase order line number, bibliographic number, ISBN, ISSN, author, author keyword, title, title keyword, renewal date,-and wildcard.
121	ACQ	Searching	Staff can search for 13-digit ISBN even if the bibliographic record only has the 10-digit ISBN.

Line	Category	Subcategory	Requirement text
			<b>Acquisitions - Selection &amp; Vendors</b>
122	ACQ	Selection	The system informs the selector or creates a selection list when an item ages to "lost".
123	ACQ	Selection	Standard ISBN public search that allows acquisitions vendors to search from within their systems against vendor holdings (aka "hook to holdings").
124	ACQ	Selection	Staff can integrate Interlibrary Loan with Acquisitions.
125	ACQ	Selection	Standard ISSN public search that allows acquisitions vendors to search from within their systems against vendor holdings (aka "hook to holdings").
126	ACQ	Vendors	The system allows multiple accounts for a single vendor.
127	ACQ	Vendors	Staff can create and activate new vendor accounts.
128	ACQ	Vendors	Staff can delete or suppress unused vendors while maintaining historical data.
129	ACQ	Vendors	Staff can set and modify parameters related to EDI without vendor involvement.
130	ACQ	Vendors	Vendor accounts include the following fields: vendor name, vendor code, multiple mailing addresses, multiple email addresses, telephone number, fax number, customer account number, SAN, EDI profile information, customer account representative information (name, email, telephone number), technical support representative information (name, email, telephone number), accounting/billing contact information (name, email, telephone number), and free text notes field.
131	ACQ	Vendors	Staff can copy vendor data across locations and functional areas.
132	ACQ	Vendors	Vendor accounts include website field.

Line	Category	Subcategory	Requirement text
			<b>Patron Purchase Suggestion System</b>
133	ACQ	Acquisitions	Staff can continue to utilize the custom-built Purchase Request Utility, which will seamlessly integrate into the new ILS. This requires, the ability to identify bib# (bibkey) by ISBN through a database query or an API call and the ability to place a request by bib# (bibkey) using SIP, or less ideally, an API.
134	ACQ	Patron Requests	When a patron requests purchasing an item, a hold is placed when the item is ordered.
135	ACQ	Patron Requests	Staff can process patron purchase requests within the system.

Line	Category	Subcategory	Requirement text
			<b>Cataloging - General Requirements</b>
136	CAT	Cataloging	Staff can view a MARC record upload summary screen with details on: total number of bibliographic and item records created, number of records overlaid, titles rejected as duplicate, and identification of the individual records.
137	CAT	Cataloging	The system can automatically default item level call numbers with the bibliographic record call number when loading records.
138	CAT	Cataloging	Catalogers can export holdings based on owned item location.
139	CAT	Cataloging	Staff can preview an import to see what records will be created and which records will be overlaid.
140	CAT	Cataloging	Staff can select format display with a single selection to update appropriate fields in the MARC record.
141	CAT	Cataloging	Staff can export MARC records that include items for any combination of specific locations.
142	SER	Cataloging	Staff can create, edit, and delete serial titles in cataloging that will be used in the serials module.
143	SYS	Cataloging	Catalogers can assign items a "no holds allowed" tag for a specified amount of time.

Line	Category	Subcategory	Requirement text
			<b>Cataloging - Authority Records</b>
144	CAT	Authority Records	Staff can automatically generate See and See Also references in the public catalog's authority records search results.
145	CAT	Authority Records	Staff can batch delete authority records based on the record status in the LDR field.
146	CAT	Authority Records	Staff can create and edit all authority record types.
147	CAT	Authority Records	Staff can generate a report of near matches for authorized headings.
148	CAT	Authority Records	The system provides an authority import process that matches the bibliographic import in overlay/merge functionality.
149	CAT	Authority Records	The system provides automatic detection and reporting of corrupted headings.
150	CAT	Authority Records	The system highlights invalid headings in the bibliographic record.
151	CAT	Authority Records	The system supports multiple authority file indexes (e.g. name, subject, series, uniform title, and genre).
152	CAT	Authority Records	Relevant authority records are included with imported bibliographic records.
153	CAT	Authority Records	The system incorporates MARC21 validation tables.
154	CAT	Authority Records	Staff can import authority records in real time from a variety of external record sources, including Z39.50 targets, on a record-by-record basis and in batch mode.
155	CAT	Authority Records	Staff can link all authority controlled bibliographic headings with the corresponding authority.
156	CAT	Authority Records	Staff can link an authority record to one or more bibliographic records.

Line	Category	Subcategory	Requirement text
			<b>Cataloging - Authority Records -2-</b>
157	CAT	Authority Records	Staff can merge authority records and effect global changes in real time.
158	CAT	Authority Records	The system automatically updates bibliographic records when a linked authority record is modified.
159	CAT	Authority Records	The system provides authority control for names, uniform titles, subjects, genre, and series.
160	CAT	Authority Records	The system includes an integrated authority service, or supports use of third-party authority vendors to import updated authority records.

Line	Category	Subcategory	Requirement text
			<b>Cataloging - Bibliographic Records</b>
161	CAT	Bibliographic Records	Staff with appropriate permissions can create, edit, and delete authority, bibliographic, and item records individually and in batch.
162	CAT	Bibliographic Records	The system allows staff to import complete catalog records to overlay or replace brief records, using the 949 tag.
163	CAT	Bibliographic Records	Staff can add hyperlinked URLs to bibliographic records.
164	CAT	Bibliographic Records	Staff can batch delete bibliographic records based on the record status in the LDR field.
165	CAT	Bibliographic Records	Staff can click on or within a MARC tag (fixed or variable) and link directly to the corresponding information at LOC's MARC 21 Bibliographic Data site and the RDA Toolkit.
166	CAT	Bibliographic Records	Staff can click on or within a MARC tag (fixed or variable) and link to the associated tag and subfield values.
167	CAT	Bibliographic Records	Staff can copy an existing bibliographic or item record to create a new one.
168	CAT	Bibliographic Records	Staff can define valid tags, indicators, subfields in addition to those provided by the vendor.
169	CAT	Bibliographic Records	The system fully supports RDA cataloging rules.
170	CAT	Bibliographic Records	The system supports full diacritics and the ability to easily add or change diacritics when editing a MARC record.
171	CAT	Bibliographic Records	The system supports minimal-level or non-MARC (EAD, Dublin Core) bibliographic records (e.g. brief on-order bibliographic records) that are indexable and searchable.
172	CAT	Bibliographic Records	The system supports unlimited bibliographic field lengths.
173	CAT	Bibliographic Records	Staff can input fixed field (006/007) values from a labeled display.

Line	Category	Subcategory	Requirement text
			<b>Cataloging - Bibliographic Records -2-</b>
174	CAT	Bibliographic Records	Staff can merge multiple bibliographic records, combining all item level holds in order of request date.
175	CAT	Bibliographic Records	Staff can move item records from one bibliographic record to another and maintain all circulation information such as holds, fines, etc.
176	CAT	Bibliographic Records	Bibliographic record numbers are unique, visible to staff, and searchable in all modules.
177	CAT	Bibliographic Records	Staff can suppress individual titles or item records so they do not appear in the public catalog, but do appear in the staff client.
178	CAT	Bibliographic Records	Staff can use spell check.
179	CAT	Bibliographic Records	Staff can use templates to create original authority and bibliographic records in all formats.
180	CAT	Bibliographic Records	The system automatically flags MARC format errors and MARC tag errors.
181	CAT	Bibliographic Records	The system can fully index new or modified bibliographic and authority records in real time.
182	CAT	Bibliographic Records	The system supports local call numbers, regardless of classification scheme.
183	CAT	Bibliographic Records	Staff can export bibliographic data with XML tagging for potential repurposing.
184	CAT	Bibliographic Records	Staff can identify and overlay duplicate bibliographic records based on specific criteria.
185	CAT	Bibliographic Records	Staff can import bibliographic records in real-time from a variety of external record sources, including Z39.50 targets, on a record-by-record basis, and in batch mode.
186	CAT	Bibliographic Records	Staff can protect certain fields during bibliographic overlay (e.g. 035, 856, 955), including MARC fields with specific text strings (e.g. local subject headings).

Line	Category	Subcategory	Requirement text
			<b>Cataloging - Bibliographic Records -3-</b>
187	CAT	Bibliographic Records	The system can normalize OCLC control numbers to enable proper matching.
188	CAT	Bibliographic Records	Catalogers can undo changes to authority, bibliographic, and item records.
189	CAT	Bibliographic Records	The system can prevent the deletion of bibliographic records which have item, on-order, or holdings records attached or have outstanding holds.
190	CAT	Cataloging	Staff can view multiple bibliographic records simultaneously.
191	SYS	Cataloging	Links are available in the bibliographic record to conduct additional searches of subject headings, author, and series.
192	SYS	Cataloging	Staff can view ordering information in the bibliographic record, including dates copies were purchased, added, and deleted.
193	SYS	Cataloging	Staff can import and export an unlimited number of records.

Line	Category	Subcategory	Requirement text
			<b>Cataloging - Item Records</b>
194	CAT	Item Records	The system can automatically create item records when loading bibliographic records.
195	CAT	Item Records	Staff can batch load authority and bibliographic records from files imported via FTP or from locally stored files.
196	CAT	Item Records	Staff can create, customize, and edit load tables without having to work through the vendor.
197	CAT	Item Records	The system provides multiple load tables.
198	CAT	Item Records	Staff can import bibliographic records to a test database or staging area for viewing and editing prior to indexing in the live database.
199	CAT	Item Records	Staff can map MARC records to utilize 949, 852 tags to create or overlay information in item records.
200	CAT	Item Records	Staff can save import criteria as part of a load table, for example specifying whether bibliographic records or item records will be overlaid or replaced.
201	CAT	Item Records	Staff can view an import history.
202	CAT	Item Records	Staff can define item record codes with regard to loan period, float, item suppression, overdues, patron fines, etc.
203	CAT	Item Records	The system provides a note field in item records with unlimited length, including spaces and punctuation.
204	CAT	Item Records	The system provides optional pop up messages in item records (e.g. check-in note pops up when item is checked-in)
205	CAT	Item Records	The system validates each barcode as it is entered into the system, and flags duplicate or invalid barcodes.
206	CAT	Item Records	Staff can see the following information in item records: barcode, call number, copy number, item type codes, volume, location, status, price, record creation date, last checkout date, due date, last check-in date, last activity date, item notes, and creator's initials.
207	CAT	Item Records	Staff (with appropriate permissions) can add/edit a call number in the item record.

Line	Category	Subcategory	Requirement text
			<b>Cataloging - Item Records -2-</b>
208	CAT	Item Records	Staff (with appropriate permissions) can add/edit a call number in the item record.
209	CAT	Item Records	Staff can import authority and bibliographic records in real-time from a variety of external record sources, including Z39.50 targets, on a record-by-record basis, and in batch mode.
210	CIR	System	The system allows for designated item statuses to be non-circulating and unavailable for requests.
211	CM	Item Records	Staff can differentiate between reinstatement records and new item records.
212	CM	Item Records	Staff with appropriate permissions can edit multiple fields in multiple item records at once (e.g., change item status and item location in multiple records).
213	CAT	Item Records	System auto-populates location codes when adding new items.

Line	Category	Subcategory	Requirement text
			<b>Cataloging - Records, Reports &amp; Searching</b>
214	CAT	Electronic Records	Staff can import or create bibliographic records for electronic resources, including linking URLs.
215	CAT	Electronic Records	Staff can batch delete expired full-text content from electronic resources on a monthly basis.
216	CAT	Records	Staff with appropriate permissions can import, edit, update, overlay, and merge authority, bibliographic, and item records.
217	CAT	Records	Staff can suppress old codes (collection, location, funds, etc.) so they don't appear in current code lists, while retaining old data.
218	CAT	Reports	Staff can report deleted records to OCLC for the purpose of updating the Library's holdings.
219	CAT	Reports	Report: authority records with blind references. (Zero hits for that authority)
220	CAT	Reports	Report: bibliographic headings updated from an authority record change.
221	CAT	Reports	Report: bibliographic records with duplicate headings.
222	CAT	Reports	Report: duplicate authority records.
223	CAT	Reports	Reports: cataloging reports, including number of unique bibliographic records by type; number of item records; number of summary of holdings records; number of authority records; number of all records added to or deleted from the system by date or date range; all newly cataloged records; list of new books; duplicate records identified in batch report of new, updated, or deleted names, titles, subjects, and series; number of items in each location by call number and item type.
224	CAT	Reports	Report: bibliographic and item records which were overlaid during a batch load.
225	CAT	Reports	Report: new bibliographic records after a batch load.
226	CAT	Reports	Staff have the ability to define an item as reinstated (re-added after being deleted from the catalog). This field should be searchable and viewable in search and report results.
227	CAT	Search	Staff can do a search for either the bibliographic level call number or item level call number.
228	CAT	Cataloging	Staff can do a browse search for either the bibliographic level call number or the item level call number.

Line	Category	Subcategory	Requirement text
			<b>Serials - General Requirements</b>
229	SER	Check in	The system supports prediction patterns using the MARC 8XX field to simplify entering expected delivery dates.
230	SER	Check in	Staff can view serials in a list as they are checked in.
231	SER	Check in	The system can generate dates seven days apart for weekly serials.
232	SER	Check in	Serials module provides the ability to print slips and labels, as set in the tile control record.
233	SER	Claims	The system allows staff to generate on-demand claims for items not received.
234	SER	Claims	Staff can preview electronic or printed claims.
235	SER	Claims	Staff can print an electronic RMA (return merchandise authorization).
236	SER	Claims	The system allows claiming part or all of an order.
237	SER	Claims	The system allows staff to add and edit a predictive claim date.
238	SER	General	Staff members can manage all serials centrally, and check in issues at multiple locations.
239	SER	General	Staff can use the Serials module to manage magazines, newspapers, newsletters, and other periodicals; professional and/or research journals; government documents; almanacs, yearbooks, directories, and other annuals; and other serial multi-volume sets; serial single volume items; indexes, amendments, and addendums; and other serials.
240	SER	General	Staff have the ability to create optional item records at the point of receiving an issue. Serial control record will determine whether staff will be prompted to create an item record by title.
241	SER	General	Serials Staff can create, edit, and delete serial issues, holdings statements and predictions.
242	SER	General	The ability to easily navigate between title and issue records.
243	SER	General	A serials holdings record holds bibliographic and holdings information for serials subscriptions. A holdings record includes a summary of holdings statement field, including library locations that can be edited.
244	SER	General	Full integration with the Acquisitions subsystem, including shared access to vendors, funds, EDI processing, and ordering. Includes a link from serials subscription records to purchase orders and vice versa.
245	SER	General	System provides a flexible and precise way to catalog and control serial items, such as magazines, encyclopedias, television series, serial novels, etc. The serial title, volume/year, and issue/episode must be stored in a way that 1) provides holdings information in a clear and readable way, 2) makes the sequence of issues/episodes clear, 3) allows patrons to request specific titles, volumes, or issues, and 4) can be updated in a non-labor-intensive way.

Line	Category	Subcategory	Requirement text
			<b>Serials - General Requirements -2-</b>
246	SER	General	Automatic processing of periodicals that cease publication. Close MARC record via 008, 260, 362 fields; add notes to check-in record; delete unreceived issues from check-in system.
247	SER	Receiving	Ability to automatically create and update Summary Holdings Statements.
248	SER	Holds	The system allows staff and patrons to place individual issues of periodicals or specific volumes of multi-volume records on hold.
249	SER	Prediction	Ability to define enumeration levels and labels, including: up to five levels of enumeration, a library-defined display label for each enumeration level, the ability for the system to automatically increment both alpha and numeric entries, the ability to specify if each level is continuous or restarts when the parent level increments.
250	SER	Prediction	Ability to save patterns as templates for future use
251	SER	Prediction	Ability for prediction patterns to automatically generate enumeration, chronology, and combined issues
252	SER	Prediction	The system perform automatic generation of prediction patterns
253	SER	Prediction	Ability to define a single prediction record that applies to all copies of a given title
254	SER	Prediction	Ability to use a "regular" publication pattern as the starting point for defining an "irregular" pattern, with the ability to omit, add or combine issues in the pattern
255	SER	Prediction	Ability to specify a day of the week for the next expected issue prediction
256	SER	Prediction	Ability to update prediction patterns when publishers change frequency
257	SER	Prediction	Ability to automatically update remaining predictions after deleting or modifying an expected issue
258	SER	Receiving	Ability for the system to automatically designate the latest issue of a periodical as non-circulating, and change the designation to "circulating" when the next issue is received
259	SER	Receiving	Ability to restrict receiving to copy records associated with the local branch (i.e. prevent staff from receiving an issue on another branch's subscription)
260	SER	Receiving	Ability to restrict search results to subscriptions held by the local branch
261	SER	Receiving	Ability to display received issues by ascending or descending chronology, by ascending or descending enumeration,

Line	Category	Subcategory	Requirement text
			<b>Serials - General Requirements -3-</b>
262	SER	Receiving	Ability to specify when adding a regular issue, supplemental issue, index issue, etc. Ability to specify additional types of issues to picklist.
263	SER	Receiving	Ability to enter free text for enumeration and/or chronology for special issues
264	SER	Receiving	Ability to 'unreceive' an issue with a single command, All associated item records shall be deleted, Summary holdings statements shall be appropriately updated, Expected issue information shall be appropriately updated, Public and staff displays of the holdings shall be appropriately updated.
265	SER	Receiving	Ability to receive issues and create associated copy records with or without assigning an item barcode
266	SER	Records	The system can cross-reference print, electronic, and microform versions of the serials title.

Line	Category	Subcategory	Requirement text
			<b>Serials - Reports &amp; Searching</b>
267	SER	Reports	Serials staff can produce a report that shows how many issues were late, claimed, not received in a given time period.
268	SER	Reports	Serials staff can produce a report that identifies serials subscription records with no issues.
269	SER	Reports	Serials staff can produce a report of all serials by library, showing holdings and subscription information for each library.
270	SER	Reports	Serials staff can produce a report of all serials by title, showing which the libraries that actively subscribe to each title.
271	SER	Routing	Ability to flag an item to print a routing slip at next check in. Especially for routing periodicals to specific staff members. Routing slip should print on check in. Include title, check in date, staff name, and department.
272	SER	Search	Staff can get a list of periodicals held by a specific branch, with pertinent information such as paid/gift status, for review and planning purposes.
273	SER	Search	Serials search is optimized with separate search indexes, separate limiting and sort fields, and the ability to easily navigate between title and issue records, between historical variants of the title, and between related titles in the search results.
274	SER	Searching	Serials Staff can search by titles that are managed by the serials module.

Line	Category	Subcategory	Requirement text
			<b>Circulation - General Functions</b>
275	CIR	Circ	Patrons can renew an item if a copy is available even if there are holds on the item.
276	CIR	Circ	Staff can print, email, or text check-in, checkout, and payment receipts for selected items.
277	CIR	Circ	When staff log in at multiple locations, the system uses the actual location rather than the staff person's home or default location.
278	CIR	Circ	Staff can view details such as # of check outs, damaged, missing, and lost items from the item record or the associated patron list of items checked out.
279	CIR	Circ	The system provides automated "damaged item", "missing part", and "lost item" processes that handle item status updates, billing, and item slips.
280	CIR	Circ	The system supports waivers with various waiver codes.
281	CIR	Item records	Staff can add notes to the item record.

Line	Category	Subcategory	Requirement text
			<b>Circulation - Check-In / Check-Out</b>
282	CIR	CI/CKO	Staff can see a running total of check-ins they have processed during their current session.
283	CIR	CI/CKO	The system allows access to patron records from the check-in screen, in order to answer patron questions or accept payments.
284	CIR	CI/CKO	The system tracks the number of items checked in during a staff session.
285	CIR	CI/CKO	The system interface uses different colors to display check-in versus checkout.
286	CIR	CI/CKO	The system provides the ability to set the check-in date for subsequent check-ins, or to retroactively change the check-in date for a batch of checked-in items.
287	CIR	CI/CKO	The system provides the ability to quickly toggle between check in and check out screens.
288	CIR	CI/CKO	Staff can access item information, such as number of circulations, check-in date, checkout date, and call number, when checking items in or out.
289	CIR	CI/CKO	Staff can create temporary bibliographic records (fast adds) so that items can be checked out to patrons on the fly and sent for cataloging when returned, while retaining some information about what the item is on the patron's record.
290	CIR	CI/CKO	Staff can manually set the due date to a specific date (for example, the date of the next site visit). The due date resets automatically when the staff person logs out.
291	General	Interface	The system prompts whether to print a receipt, and offers email and text receipts as well as the option to decline a receipt.

Line	Category	Subcategory	Requirement text
			<b>Circulation - Holds &amp; Renewals</b>
292	CIR	Holds	Staff can batch request a list of titles.
293	CIR	Holds	Staff with appropriate permissions can move patrons to the top of the request list.
294	CIR	Holds	Staff and patrons can change pickup location for a hold, even if it is already available on the hold shelf.
295	CIR	Holds	Staff can view a request and see the locations and statuses of copies.
296	CIR	Holds	Staff can view the complete title, author, call number, bib number, hold expiration and format of an item in a patron's hold queue.
297	CIR	Holds	When staff place a hold on behalf of a patron, the patron's contact information and notification preference is displayed for verification.
298	CIR	Holds	The system automatically formats pull lists to fit on the page when it prints.
299	CIR	Holds	The system allows staff to initiate a hold from the search results list.
300	CIR	Holds	Staff can customize, save, and share default settings for the pull list.
301	CIR	Holds	Staff can suspend a hold.
302	CIR	Holds	When staff place a hold on behalf of a patron, there is an indication of whether the patron has held and/or checked out the item in the past.
303	SYS	Holds	Staff can transfer holds quickly from one title to another when there is more than one bibliographic record.
304	SYS	Holds	Library managers can decline to fill a hold request without deleting it; the hold request should then proceed to the next location in the priority list.
305	SYS	Holds	Limits for holds can be defined by borrower type.
306	CIR	Renewals	The system provides the ability to enroll in auto-renewal for materials checked out on an account, with automated notice of renewal.
307	CIR	Renewals	Patrons can renew all items online.
308	SYS	Circ	The system has hold notification blocks so when a patron is checking out staff are notified that a requested item waiting on the hold shelf.
309	SYS	Collection	Staff can see the location of items with expired holds belonging to their location.

Line	Category	Subcategory	Requirement text
			<b>Circulation - Patron Records</b>
310	CIR	Patron Records	The System provides a detailed patron payment history that can be sorted by date, type of charge, and payment location and includes staff notes, such as waiver codes representing the reason for the waiver.
311	CIR	Patron Records	When creating a new patron record, the system notifies staff if duplicate records may exist.
312	CIR	Patron Records	Staff can see who checked out or in an item and when.
313	CIR	Patron Records	The new card registration screen is simple and efficient.
314	CIR	Patron Records	The patron record provides easy access to a list of items checked out to the patron, preferably without requiring a mouse-click or menu selection. The list should include title, author, format, checkout date, due date, and number of times renewed, at a minimum. The list can be sorted by any displayed field. List items can be clicked to view the corresponding item record.
315	CIR	Patron Records	Staff can view when and by whom changes were made to a patron record, for example changes to patron type or creation of a new patron barcode.
316	CIR	Patron Records	The system provides generous character limits for patron notes and blocks.
317	CIR	Patron Records	Staff can review and sort a log of notifications in the patron record.
318	CIR	Patron Records	The patron record includes fields for patron notes (comments that are visible to the patron), staff notes (comments that are only visible to staff), and blocks (comments that must be acknowledged before a transaction can continue). All notes and blocks include creation date, status, and creator username.
319	CIR	Patron Records	Staff can print overdue, lost and damaged notices on demand directly from the patron record.
320	CIR	Patron Records	ILS supports staff-created patron payment plans.
321	CIR	Patron Records	A patron's checked-out items and holds lists show both physical items and electronic resources.

Line	Category	Subcategory	Requirement text
			<b>Circulation - Patron Records -2-</b>
322	CIR	Patron Records	Item lists associated with a patron record (e.g. items checked out, items recently checked-in, holds) are updated in real time.
323	CIR	Patron Records	The patron record provides easy access to a list of items requested by the patron, preferably without requiring a mouse-click or menu selection. The list should include title and request date and queue position, at a minimum. List items can be clicked to view the corresponding bibliographic record.
324	CIR	Patron Records	From the patron record, staff can review items checked-in during the previous 24 hours.
325	CIR	Patron Records	Patron record notes and blocks are retained for a configurable amount of time.
326	CIR	Patron Records	Patron record notes can be configured to pop up when the patron record is accessed.
327	CIR	Patron Records	Patron record notes and blocks are can be expanded, browsed, sorted, and flagged for ease of viewing.
328	CIR	Patron Records	Patron type controls borrowing rules, access to resources, and fines.
329	CIR	Patron Records	The system provides the ability to track patrons' previous barcodes.
330	CIR	Patron Records	The system auto-populates fields in the patron registration screen, such as entering the city based on the ZIP code.
331	CIR	Patron Records	When staff incorrectly enters a patron's number, they can edit the number rather than reenter it.
332	CIR	Patron Records	Staff can duplicate a patron record, using an administrator-created template to determine which fields are duplicated.
333	CIR	Patron Records	Patron photographs can be appended to patron records if desired.
334	CIR	Patron Records	Staff can merge multiple patron records, with the ability to resolve field conflicts manually or automatically.

Line	Category	Subcategory	Requirement text
			<b>Circulation - Patron Records -2-</b>
335	CIR	Patron Records	The system provides the ability to link family cards and allow fines to be paid for the whole family, instead of individually.
336	CIR	Patron Records	Staff can track homebound patrons through a patron type.
337	CIR	Patron Records	Patron records have fields for multiple email addresses.
338	General	Patron Records	The system supports the option to allow staff to view a patron's checkout history. Patrons can be required to opt in or allowed to opt out. Items can be purged from the checkout history after a specified period of time.
339	SYS	Circ	Edit borrower type & eligibility based on birthdate.
340	SYS	Circ	The system provides the ability to have notes from the current location pop up first.
341	SYS	Reports	Staff can generate reports by patron for lost and overdue materials.

Line	Category	Subcategory	Requirement text
			<b>Circulation - Patron Fines</b>
342	CIR	Patron/fines	The system displays both current fines and what the total will be once items are checked in.
343	CIR	Patron/fines	The system includes an unlimited number of payment/waiver codes.
344	CIR	Patron/fines	Fees can be added to a patron record automatically or manually.
345	CIR	Patron/fines	Staff can cancel or undo a payment or waiver.
346	CIR	Patron/fines	The system provides the ability to accept payments of fines and fees at self-check
347	CIR	Patron/fines	The system displays detailed information when patrons are charged for items renewed after due date.
348	SYS	Collection	Barcode number is included on receipts when lost, damaged, etc. items are paid for by patrons.

Line	Category	Subcategory	Requirement text
			<b>Circulation - Reports &amp; Searching</b>
349	CIR	Reports	Number of patrons by patron type
350	CIR	Reports	Staff can access lists of expired and cancelled holds by location.
351	CIR	Reports	Number of active cardholders (use in the last 3 years)
352	CIR	Reports	Circulation count by branch and item format
353	CIR	Reports	Daily, weekly, monthly, quarterly and annual counts of circulation by material types and call number
354	CIR	Reports	Circulation count by material type and call number
355	CIR	Reports	Missing/lost/trace items report
356	CIR	Reports	Number of items placed on request and number of requests filled by location (with daily, weekly, monthly and annual breakdowns)
357	CIR	Reports	Renewals by location and method (in person, online, self-check)
358	CIR	Reports	Self-check usage by location
359	CIR	Reports	Claims returned items report
360	CIR	Reports	In-transit items report
361	CIR	Reports	Number of items checked-in and routed by location by day, week, month and year
362	CIR	Reports	Information on who owned what items that were lost, where they were lost and who received payment (consortial)
363	CIR	Patron/search	Staff can search for a patron by record number, name, alternate ID, birthdate, address, phone number, email, name of parent/guardian, or any other field.
364	CIR	Patron/search	Staff can access patron records by searching or directly from the check-in or check-out screen.
365	CIR	Searching	Item search results and item records clearly indicate the location and availability of items.
366	CIR	Searching	Item search results display on-order items in a distinctive font.
367	SYS	Reports	Patron lists and reports have the ability to produce a single row regardless of number of addresses, phone numbers, etc.
368	SYS	Reports	Staff can create an individual patron report about a lost or damaged item. The report will include patron name, library card number, date book checked out, date book got lost/damaged status, and cost of book (lost/damaged fee).

Line	Category	Subcategory	Requirement text
			<b>Interlibrary Loan</b>
369	LIB	ILL	When an Interlibrary Loan item is checked in, any fast-add item record created during the checkout process is automatically deleted.
370	LIB	ILL	Interlibrary loan registration, requests, notifications, and transactions are tracked and displayed in the patron record.
371	LIB	ILL	The system notifies patrons when an interlibrary loan request has been received.

Line	Category	Subcategory	Requirement text
			<b>School Requirements</b>
372	SYS	Admin	The system provides the ability to import student information and current class each student is in. Staff can upload a formatted list of students and create patron cards for each student.
373	SYS	Circ	The system can organize/group by class/homeroom teacher/grade level for checkouts and reports.
374	SYS	Patron Records	Homeroom teacher is displayed in the student record.
375	SYS	Patron Records	Student records have fields for school grade, homeroom, and teachers' names.
376	SYS	Reports	School library staff can generate a list of students by class with scannable barcodes so they can easily print out the cards they will need to use.
377	SYS	Reports	School library staff can generate a list of borrowers by location.
378	SYS	Reports	School librarians can print a list of students with items out.
379	SYS	Reports	School library managers can see a list of items owned by their library with a status of lost, damaged or missing at other locations.
380	SYS	Reports	Staff can select one, all, or a specific group of locations to include on a single patron report.
381	SYS	Reports	Staff can select one, all, or a specific group of locations to include on a single item report.
382	SYS	Reports	Staff can print a list of patrons who have missing, lost, damaged, or overdue items with contact information by location/homeroom.
383	SYS	Reports	Staff can generate a list of all items owned by their library to include collection code, call number, barcode, location code, item status, price, inventory date and number of checkouts, last checkout date, due date, bibliographic number, last status update, in-house uses, checkout location, and patron location.
384	SYS	Reports	Report: holds statistic report, showing the number of items on hold for a location, number of this location's items that fill local holds, number of this locations items that fill holds at other locations.
385	SYS	Reports	Staff can see how many items from the pull list report were pulled.

Line	Category	Subcategory	Requirement text
			<b>System Security, Permissions &amp; General Requirements</b>
386	SYS	Admin	Administrators and advanced users can access the data directly through a SQL or comparable query language.
387	LIB	General	The electronic resources librarian can track acquisitions, licensing, and statistics using an e-resources management system within the ILS.
388	General	System	The system provides secure, responsively designed web-based staff modules to enable work on a variety of computers and mobile devices, outside the network, and away from service desks.
389	SYS	Admin	The system logs staff activities (financial activities, overrides of loan rules and hold queue manipulations, etc.) with the ability to age out data based on user-defined parameters.
390	General	Access	The system provides granular permissions in each module, ranging from no access to read-only to full control. Permissions can be set per group and per user.
391	General	Access	Moving between modules does not require a log in again, except when additional access permissions are required.
392	General	Function	The system is robust and stable, even in the most complex, high-transaction environments.
393	General	Function	The system provides production, reporting, development, and test environments, with scheduled and on-demand synchronization.
394	General	Function	The system supports patron registration and account management, catalog search, check-in, and checkout in low-bandwidth conditions.
395	General	Help	The system has meaningful default error messages that can be customized with text and links to help documents.
396	General	Help	Administrative staff can configure context menus and help that is accessible when staff right-click on a record or field name.
397	General	Help	The system provides an integrated help facility, accessible from anywhere in the system, with customizable content.
398	General	Help	The system provides internal messaging capabilities so that staff using the same module can communicate in real time.
399	General	Interface	Administrative staff can add and edit pull-down selection lists for standardized fields.
400	General	Interface	In the staff interface, record identifiers such as patron record number, item record number, bibliographic call number, etc. can be hyperlinked to open the referenced record.

Line	Category	Subcategory	Requirement text
			<b>System Security, Permissions &amp; General Requirements -2-</b>
401	General	Interface	In the staff interface, bibliographic and item record displays and search results include cover images and format icons.
402	General	Item Records	Staff with appropriate permissions can change location and/or item status for a single item or a list of items.
403	General	Patron Records	Staff with appropriate permissions can import, export, and purge patron records individually and in batch.
404	LIB	General	Staff can recall and repeat previous actions.
405	SER	Check in	The system provides persistent pop-up message boxes that give important notes to staff.
406	SYS	Admin	Staff have the ability to add, rename and delete locations, collection codes, item types, and patron types while maintaining historical circulation information.
407	SYS	General	The system prompts to close an open record after a configurable idle period.
408	SYS	System	The system can restrict staff from deleting bib and item records by owning location. (Consortia)
409	ACT	System	System needs to be able to import/export financial data to meet accounting requirements.
410	SYS	Circulation	Staff can make items temporarily unrequestable when they are needed locally.

Line	Category	Subcategory	Requirement text
			<b>System Requirements - Integration</b>
411	CAT	Integration	The system supports compatibility with BIBFRAME and linked data.
412	General	Integration	The system provides robust, well-documented APIs and support for traditional protocols (SIP2/3, NCIP, etc.) for integration with other library systems.
413	SYS	Integration	The system can synchronize patron data with a school's learning management system on a daily basis, e.g. via <a href="http://www.clever.com">www.clever.com</a> .
414	General	ILL	The system integrates with OCLC/WorldShare interlibrary loan and other popular ILL systems.

Line	Category	Subcategory	Requirement text
			<b>System Requirements - Holds</b>
415	General	Holds	Staff can place a title level hold or an item level hold.
416	General	Holds	Staff can transfer and/or merge holds from one record to another.
417	General	Holds	The system fills holds based on a configurable algorithm, which allows prioritization of fill locations by multiple criteria such as: the hold's pickup location takes priority over all other locations; public library locations take priority over school library locations; copies that have not circulated recently will have priority over copies that have; etc.
418	General	Holds	Staff can place holds on multiple titles simultaneously for a single patron, for example in a search results screen, rather than individually, in the staff client search.
419	General	Holds	Staff can place a request for multiple copies of a single title at one time.
420	General	Holds	Staff can place holds on a single title for multiple patrons simultaneously.
421	General	Holds	The system supports unlimited requests/holds on a bibliographic record.
422	General	Holds	The system can be configured to fill holds on checked-in items only during specified time ranges. For example, items checked in at school locations before 9am should not fill holds for public library locations.

Line	Category	Subcategory	Requirement text
			<b>System Requirements - Reports</b>
423	General	Records	Staff with appropriate permissions can create temporary or saved lists of bibliographic records or item records. Lists can be created by manually entering record numbers, scanning barcodes, importing a list, or adding some or all of the results of a search or report. Lists can be shared and exported.
424	General	Search & Reports	Reports can yield unlimited results, constrained only by actual server and client resources.
425	General	Search & Reports	Reports are accessible to all staff in several interfaces including dynamic dashboards; one-click canned reports, saved reports with user-provided parameters and criteria, and advanced interfaces that allow creation of complex reports.
426	General	Search & Reports	Reports can be run against the production database, a data warehouse/snapshot that is updated frequently, preferably daily; comprising a saved list of bibliographic and/or item records.
427	General	Search & Reports	Reports can be scheduled, queued, or triggered by specified conditions. Report results can be printed, published on a website, emailed to the requestor, or saved to a network drive in a variety of formats.
428	SYS	Reports	Staff can do an inventory of their collection. Staff can do just parts of the collection at a time.
429	SYS	Reports	The system provides a way to track in-house use of materials by date ranges.
430	SYS	System	Staff can specify limits to data fields, including repeatability of elements and any character limits within fixed and variable fields.

Line	Category	Subcategory	Requirement text
			<b>System Requirements - Search &amp; Display</b>
431	General	Records	Staff can view records side-by-side for comparison purposes.
432	SYS	Search	The system provides a powerful, flexible staff search function that includes customizable search indexes, customizable field inclusion, multi-field search criteria, spelling correction, synonym suggestions, and "did you mean" functions.
433	SYS	Search	Staff search results can be sorted by any displayed column with multi-column sorting, and have adjustable column widths.
434	SYS	Search	Search indexes include general keyword, title keyword, title alphabetical, author/performer keyword, author/performer alphabetical, subject keyword, subject alphabetical, video title keyword, video title alphabetical, series keyword, series alphabetical, magazine/serial title keyword, magazine/serial title alphabetical, score title keyword, score title alphabetical, audiobook title keyword, audiobook title alphabetical, music title keyword, music title alphabetical, publisher number browse, Dewey call number, ANSCR call number, SuDoc number, ISBN/ISSN, LCCN, item barcode, OCLC number, bibliographic number, and schools (Shared System) Dewey call number.
435	General	Item records	Staff can view circulation statistics in the item record, including when, where, and how many times items have circulated.
436	LIB	General	Record exports can be defined and saved, so that staff can perform standard exports without redefining them each time.
437	General	Search	Staff can sort individual item records attached to a single bib record by status, location, and number of checkouts.
438	General	Search	Staff searches can be limited by any available field, either before or after the search is executed in the staff search client.
439	General	Search	Staff search supports call number range searches.
440	General	Search	Staff search supports nested Boolean searches.
441	General	Search & Reports	Search criteria can be saved and shared for repeated use.
442	General	Search & Reports	The system retains previous searches for reuse.
443	General	Search & Reports	Searches can be revised and refined without starting over.

Line	Category	Subcategory	Requirement text
			<b>System Requirements - Search &amp; Display -2-</b>
444	General	Search & Reports	Keywords are highlighted in a search result record.
445	General	Search & Reports	Staff search can be faceted to limit results to the searcher's location by selecting an immediately accessible filter.
446	General	Search & Reports	Staff search supports exact searches, keyword searches, number searches, and combinations of these.
447	General	Search & Reports	Staff search can be faceted to limit results to available items by selecting an immediately accessible filter.
448	General	Search & Reports	Staff search can be faceted to limit results to public library locations by selecting an immediately accessible filter.
449	General	Search & Reports	Reports and search results can be exported in a variety of formats, including CSV file; Microsoft Excel, Word, and Access; and PDF) to facilitate data manipulation, transfer, and sharing.
450	General	Search & Reports	Staff search supports wildcards in its text searches.
451	General	Search & Reports	Searches can yield locally defined results, constrained only by actual server and client resources.
452	LIB	General	The system can display branches with no holdings, grouped by type of branch, for a given item, for purposes of redistribution.
453	LIB	General	Items with multiple ISBN numbers can include multiple images (e.g. a primary and an alternate cover image).
454	LIB	General	Staff can see series name and title in the same line.
455	LIB	General	When a single work has several bibliographic records, staff can easily see which record has the most copies.
456	SYS	System	Staff can print any record or list displayed on the screen, with reasonable default formatting.

**ATTACHMENT C**

Indianapolis Public Library Request for Proposals  
Integrated Library System for a Public Library/School Consortium

**E-VERIFY AFFIDAVIT**

Pursuant to Indiana Code 22-5-1.7-11, the Contractor entering into a contract with the Indianapolis Marion County Public Library is required to enroll in and verify the work eligibility status of all its newly hired employees through the E-Verify Program. The Contractor is not required to verify the work eligibility status of all its newly hired employees through the E-Verify Program if the E-Verify program no longer exists.

The undersigned, on behalf of the Contractor, being first duly sworn, deposes and states that the Contractor does not knowingly employ an unauthorized alien. The undersigned further affirms that, prior to entering into its contract with the Indianapolis-Marion County Public Library, the undersigned Contractor will enroll in and agree to verify the work eligibility status of all its newly hired employees through the E-Verify program.

(Contractor): \_\_\_\_\_

By (Written Signature) \_\_\_\_\_

(Printed Name: \_\_\_\_\_

(Title): \_\_\_\_\_

*Important – Notary Signature and Seal Required in the Space Below*

STATE OF \_\_\_\_\_

SS: \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_

My commission expires: \_\_\_\_\_ (Signed) \_\_\_\_\_

Residing in \_\_\_\_\_ County, State \_\_\_\_\_

**ATTACHMENT D**

Indianapolis Public Library Request for Proposals  
Integrated Library System for a Public Library/School Consortium

**NON-COLLUSION AFFIDAVIT**

The undersigned, on behalf of the Vendor, being duly sworn on oath, says that Vendor has not, nor has any other member, representative, or agent of the firm, company or corporation or partnership represented by Vendor, entered into any combination, collusion or agreement with any person relative to the price to be proposed by anyone at such letting nor to prevent any person from proposing nor to induce anyone to refrain from proposing, and that this proposal is made without reference to any other proposal and without any agreement, understanding or combination with any other person referring to such proposal.

Further, Vendor represents that no person or persons, firm, or corporation has, have or will receive directly or indirectly, any rebate, fee, gift, commission or thing of value on account of such proposal.

(Vendor): \_\_\_\_\_

By (Written Signature) \_\_\_\_\_

(Printed Name: \_\_\_\_\_

(Title): \_\_\_\_\_

*Important – Notary Signature and Seal Required in the Space Below*

STATE OF \_\_\_\_\_

SS: \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_

My commission expires: \_\_\_\_\_ (Signed) \_\_\_\_\_

Residing in \_\_\_\_\_ County, State \_\_\_\_\_

## **ATTACHMENT E**

### Indianapolis Public Library Request for Proposals Integrated Library System for a Public Library/School Consortium

#### **INSURANCE REQUIREMENTS**

Any resulting Agreement shall provide that Vendor shall secure, pay for and maintain the following insurance policies in full force and effect throughout the term of the Agreement, which policies shall protect against any loss, injury, damage, or claim arising from or relating to the services provided pursuant to the Agreement, Vendor's activities or presence at the IndyPL facilities, and acts, errors or omissions of Vendor or its officers, directors, employees agents or subcontractors in connection with the services provided under the Agreement, and shall cover the contractual indemnification liability assumed by Vendor pursuant to the Agreement:

(1) Commercial General Liability Insurance with limits of not less than One Million Dollars (\$1,000,000) per occurrence, Two Million Dollars (2,000,000) aggregate, including bodily injury (including death), personal injury, property damage, fire legal liability, contractual liability, independent contractor and products and completed operations. The policy shall be written on an occurrence basis.

(2) Errors and Omissions/Professional Liability Insurance with limits of not less than Two Million Dollars (\$2,000,000) per occurrence and general aggregate for all acts, errors and omissions related to the performance of technology related professional services. If issued on a claims-made basis, the policy must remain in effect for the duration of the Agreement and two (2) years after the end of the Agreement term. An extension of three (3) additional years may be required at the discretion of IndyPL. For all professional contracts, liability policies may not be limited to the fees paid to Vendor.

(3) Cyber Liability Coverage with limits of not less than Two Million Dollars (\$2,000,000) per occurrence and general aggregate including coverage for: Security/Privacy Liability; Data Recovery and Loss of Business Income; Privacy Regulatory Defense and Penalties; Crisis Management; Data Extortion; and Notification Expenses;

(4) Crime Insurance-Third-party Crime/Employee Dishonesty Insurance in an amount not less than One Million Dollars (\$1,000,000). The insurance shall name the Indianapolis-Marion County Public Library as a loss payee;

(5) Business automobile coverage, including coverage for owned, leased, and hired vehicles, which shall include vehicle and property (cargo) damage, and bodily injury, in an amount not less than One Million Dollars (\$1,000,000.00);

(6) Excess/Umbrella Liability Insurance with limits of not less than Five Million Dollars (\$5,000,000) providing for excess coverage over the limits and coverages prescribed above in (1) and (4), which policy shall be written on an occurrence basis; and

(7) Workers' Compensation insurance, affording coverage in accordance with the applicable state laws covering all of Vendor's employees, and Employer's Liability coverage in accordance with the applicable state laws but no less than Five Hundred Thousand Dollars (\$500,000);

All insurance policies addressed in **Paragraphs (1), (5) and (7)** above shall be endorsed to name the following as additional insureds:

Indianapolis-Marion County Public Library and its trustees, directors, officers, employees, representatives, agents, contractors, licensees, and successors.

All insurance policies required hereunder: (1) shall be endorsed to state that the insurance is primary and not contributive to any other insurance available to IndyPL; (2) shall provide for a waiver of rights of subrogation against the additional insurers on the part of the insurance carriers; (3) shall be written with insurance companies licensed to do business in the State of Indiana and rated no lower than A-VII in the most current edition of A.M. Best's Property-Casualty Key Rating Guide, and (4) shall provide for no less than thirty (30) days advance written notice to IndyPL prior to cancellation, non-renewal or material modification.

Vendor shall deliver to IndyPL, prior to commencement of Services under the Agreement, Certificates of Insurance confirming the existence or issuance of all insurance policies required to be carried hereunder ("Certificates of Insurance"). If any such policy is not obtained, or if all Certificates of Insurance are not delivered to IndyPL by the aforementioned time, or if any of such policies are canceled, IndyPL shall have the right to terminate the Agreement immediately and/or deny Vendor access to the IndyPL facilities.

These insurance provisions are minimum requirements and shall not relieve Vendor of its indemnity, defense and hold harmless obligations.