



May 20, 2019

Request For Proposals

Integrated Library System

RFP0605-062019

The Nashua Public Library (NPL) is seeking a modern Integrated Library System that is easy to use and includes the best ILS enhancements that have been developed since we implemented Symphony in 2011. NPL is interested in signing a contract for a hosted (SAAS) solution that will bring us through the next 3 years of service to our customers both in person and online with an option to renew for an additional 2 years upon agreement by both parties. Our highest priority is enhancing our services to customers outside the building through mobile circulation, accepting online payments, a robust app that is easy to use and offering fully integrated access to our digital collections through the OPAC or a state of the art discovery layer. The NPL is also committed to selecting an ILS that offers our staff the best tools available to increase efficiency, minimize errors and provide superior customer service at the main desk.

INSTRUCTIONS TO VENDORS:

The City is now accepting proposals electronically via Bid Express. A DIGITAL ID is **not** required for this RFP. Please review the attachments, *Bid Express Vendor Guide* and *Vendor Set-up Guide* for more information. If you choose to submit a paper proposal it must be submitted in a sealed envelope **with one (1) original and two (2) copies** clearly marked "**Integrated Library System**". The names of those agencies that submit a proposal will be posted on the website, under Bid Results, within twenty-four (24) hours of opening.

Regardless of the method of submission, proposals shall be submitted, **no later than 3:00PM on Thursday, June 20, 2019. Paper proposals must be delivered to: Purchasing Office, City Hall, Room 11 (Basement Level), 229 Main Street, Nashua NH, 03061.** Proposals must be submitted in the format provided and address the items specified in the proposal specifications. Postmarks or other timestamps will not be accepted in lieu of actual delivery. The firm can use whatever delivery mechanism it chooses as long as it remains clear that the firm is responsible for submissions prior to the date and time.

The City of Nashua assumes no liability for the payment of costs and expenses incurred by any bidder in responding to this request for proposals. All bids become the sole property of the City of Nashua. This request for bids is not a contract and alone shall not be interpreted as such but rather serves as an instrument through which bids are solicited.

The City of Nashua may reject any or all of the proposals on any basis and without disclosure of a reason. The failure to make such a disclosure shall not result in accrual of any right, claim or cause of action by any unsuccessful bidder against the City of Nashua.

The City of Nashua reserves the right to waive any irregularities when the public interest will be served thereby. The City of Nashua also reserves the right to negotiate any change or amendment in any bid without soliciting further bids if the action is necessary for the best interest of the City of Nashua.

The timeline for this project is as follows:

	Date	Time
Deadline for Vendor Questions	Friday, May 31, 2019	5:00 PM
Answers/Clarifications Posted 6/5	Wednesday, June 5, 2019	5:00 PM
Proposals Due	Thursday, June 20, 2019	3:00 pm, Purchasing Department, City Hall, Basement Level Room 11
Tentative Date For Demonstrations	July 2019	
Tentative Selection Of Vendor	August 2019	
Tentative Go Live Date	April 1, 2020	

Vendors are encouraged to submit questions via email or via Bid Express; however, the City assumes no liability for assuring accurate and complete email transmission/receipt and is not responsible to acknowledge receipt. **Inquiries must be submitted in writing, citing the RFP title, RFP number, Page, Section, and received no later than Friday, May 31, 2019 at 5:00 PM:**

Jennifer McCormack

Library Director

Jennifer.McCormack@nashualibrary.org

The City will consider all timely-received questions and requests for change and, if reasonable and appropriate, will issue an addendum to clarify or modify this RFP. Answers to vendor submitted questions and other addenda will be posted under document RFP0605-062019 on the City of Nashua website; www.nashuanh.gov, under Services, Bid Opportunities; Current Bids and to Bid Express no later than **Wednesday, June 5, 2019, at 5:00 PM.**

The City is exempt of all taxes. All bids must be FOB Nashua, NH. All bidders must comply with all applicable Equal Employment Opportunity laws and regulations.

Pursuant to NRO 5-78 (F), the purchasing manager shall not solicit a bid from a contractor who is in default on the payment of taxes, licenses or other monies due the city. Therefore, this bid request is void as to anyone who is in default on said payments.

Sincerely,



Danielle Greenberg
City of Nashua NH
Purchasing Agent II
greenbergd@nashuanh.gov

Proposal components:

All submissions should include detailed description of ILS including any 3rd party products to be included, responses to the module requirements (Schedule A), a pricing schedule (Schedule B), and responses to our questions regarding migration and configuration timelines and processes. Submissions must also include contact information for 3 public libraries similar in size to the Nashua Public Library that are currently using the proposed software and 2 proposed dates for product demos during July, 2019. **All bidders must complete and sign Schedule C: Bid Form and include this form with their submission.**

After the initial designation of a successful bid, NPL staff will work with the selected proposer to negotiate a contract that represents the agreement of the parties. The contract is subject to approval in accordance with the City's Purchasing Policy and is expected to take several weeks. The selected bidder must be willing to negotiate contract terms with the City of Nashua and the Nashua Public Library, such terms to include the following provisions:

- It is understood by both parties that the City is subject to NH RSA 91-A (the "Right-to-Know law") and has no control over the disclosure of public documents or the utilization of public documents by others.
- Agreement shall be governed exclusively by the laws of the State of New Hampshire, and any litigation shall be brought in a court located in the State of New Hampshire

Current system description: (as of 5/1/2019)

ILS: Sirsi Corporation **Symphony** version 3.5.3.1.1169

Discovery Layer: Sirsi Corporation **Enterprise** version 5.0.0.11

Total number of bibliographic records -- 166,883

Total number of items -- 190,314

Authority records -- 226,713

Patron records -- 59,163

Annual circulation transactions – 475,000 in FY2018

Concurrent staff connections -- licensed for 40

of self-check units -- 2

of SIP connections -- 2.

Oracle processes: licensed for 300, using 79

Modules currently in use: Circulation, Cataloging, Acquisitions, Serials, Reports, Web Reporter

1. **Module Requirements:** The library is seeking an ILS that performs all of the basic expected functions of a library system and that also offer features which have become available in the industry since we implemented the Symphony system in 2011. Please see the attached schedule of required features for each module and respond regarding the current or future availability of each in your proposed system. Narrative descriptions of proposed modules may be appended to Schedule A.

(See Schedule A: Module requirements and responses)
2. **SAAS solution:** Vendor proposal must contain detailed description of the hosting facility, including location, climate control system, fire suppression, access restrictions, disaster and recovery preparedness and length of experience in providing a hosted SAAS ILS solution. Vendors must also provide details regarding the frequency of data backups, which are the vendor's responsibilities, and outline the administrative responsibilities of the library and the vendor. Proposals should also include a description of the safety and security measures in place to prevent illegal access to customer data and a commitment to continual improvement of systems to protect customer records and information.
3. **Pricing:** Please complete Schedule B regarding pricing of the proposed system, provide additional detail as needed. (See Schedule B: Pricing schedule)
4. **Migration plan:** Describe your proposed migration plan, including timeline and best practices for database cleanup before migrating records. Please include a description of your quality control methods.
5. **Configuration plan/timeline:** Please provide a description of your configuration plan by module, including a timeline for testing the system and your methods for identifying and correcting bugs and errors. We anticipate an implementation date on or about 4/1/2020: please indicate your ability to meet that deadline and identify any barriers to that implementation schedule.
6. **Training and support:** Please provide a description of your ticketing system for support issues including turn-around time for response and resolution. Describe what training is available for library staff after implementation including training for new staff or for staff who may be switching roles.

Criteria for final selection: while cost will be considered in the evaluation it will not be the only factor in making our selection. Proposals will be evaluated by a committee of senior staff members based upon the following criteria as determined by the description provided by the vendor, product demonstrations and feedback from the references provided by the bidder:

- Usability of OPAC and mobile app
- Visual appeal of online catalog/Discovery layer and module ease of use by staff /efficiency
- Responses to module requirements: # of features currently available or projected availability within 2 years
- Quality of configuration and migration plans
- Track record of maintenance/enhancements as reported by vendor and references
- Pricing