

PINELLAS COUNTY LIBRARY COOPERATIVE

Request for Proposals for an Integrated Library System



**Request for Proposals
Integrated Library System
Proposals January 12, 2015**

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Introduction

The Pinellas County Library Cooperative (“the Cooperative”) is a cooperative library model of 15 affiliated libraries different from a traditional countywide system. Each member library is locally governed. Our interlocal agreement allows us to share an ILS, delivery services, cooperative purchases and facilitates resource sharing. Three of the 15 member libraries also have branches (Clearwater 5 branches, Dunedin 2 branches and St. Petersburg 6 branches). In addition, there is one cooperative building with workstations. The successful solution, besides having to fulfill all of the specific matters in the following RFP, will also be required to handle cooperative holdings of this nature.

About us:

# of member libraries	15
# of distinct locations	26
# of Bibliographic Letters	896,531
# of item records	2,497,488
# of serials	8,759
# of library card holders	390,564
Population of PinellasCounty	921,319
Annual circulation	6,468,620
# of staff workstations	451
# of publicworkstations	125
# of Self-Checkout	8
Employees (FTE)	345
Current ILS	Polaris Since 2007

Timeline

The Pinellas County Library Cooperative will follow the estimated schedule below:

- Questions and Clarifications due by December 23, 2014 by 4:00 P.M.
- Vendor proposals due January 12, 2015 by 4:00 P.M.
- Live Demonstrations by Vendors February 2-6, 2015
- Awarded Vendor notification by March 2015
- Estimated Go Live date TBA by vendor

Evaluation Criteria

Proposals will be evaluated by the Pinellas Public Library Cooperative (PPLC) based on, but not limited to, the following criteria:

- Compatibility of the proposed systems with PPLC and member libraries' existing technology systems.
- Functionality and features of the proposed systems.
- Cost of the proposed systems for the project and ongoing maintenance.
- The availability of support services.
- Experience in working with a library cooperative or consortium.
- Completeness of the proposal.

The selected proposer response to stated criteria may be verified by PPLC. This verification may consist of reference checks, interviews and site visits.

Questions

All questions for clarification of any section of this RFP may be submitted via email to Cheryl Morales (cmorales@pplc.us). The cut off for questions will be December 23, 2014 by 4:00 P.M. A written response to questions will be sent via email within 24 hours.

Proposal Submissions

Vendors should submit complete proposals by January 12, 2015 by 4:00 P.M. Please send two physical copies and one electronic copy on CD in PDF format to:

Cheryl Morales
PPLC
1330 Cleveland St.
Clearwater, FL 33755-5103

Terms and Conditions

This RFP does not obligate Pinellas County Library Cooperative to accept or contract for any expressed or implied services.

Proposals received after the deadline will not be considered.

The Cooperative reserves the right to enter into discussions with the awarded vendor or to enter into exclusive discussions with the vendor whose proposal is deemed most advantageous, whichever is in the Cooperative's best interest, for the purpose of negotiation. In the event that exclusive negotiations are conducted and an agreement is not reached, the Cooperative reserves the right to enter into negotiations with the next highest ranked vendor without the need to repeat the formal solicitation process. The Cooperative also reserves the right to stay with its current ILS provider if it is in the best interest of the Cooperative.

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the proposal process that are submitted to the Cooperative, as part of the proposal or otherwise, shall become the property of the Cooperative when received by the Cooperative and may be considered public information under applicable law. Vendor is advised to be familiar with relevant federal, state and local laws, regulations and ordinances associated with doing business in Florida, Pinellas County and any other entity which may need to approve the use of the service.

The Pinellas Public Library Cooperative is an Equal Opportunity Employer. Our organization recruits, hires, trains and promotes individuals in all job positions without regard to race, color, creed, religion, ancestry, sexual orientation, national origin, age, sex, physical or mental disability being a disabled veteran, veteran of the Vietnam era, or other eligible veteran.

Open Source Support Vendors

In addition to proprietary ILS products, The Pinellas County Library Cooperative will consider contracting with an open source support vendor for the purposes of implementing and maintaining the Evergreen or Koha ILS. The Pinellas County Library Cooperative seeks a service provider that has a proven track record of giving prompt, effective, and comprehensive Evergreen/Koha support to libraries. Open source support vendors should, to the best of their ability, answer the stated questions in this RFP.

Services called for include:

- Initial setup of server(s) located at a hosted facility.
- Migration of all library-owned data from Polaris to Evergreen/Koha, including testing to ensure data loss has not occurred and corrective action if indeed there was loss.
- Initial customization of Evergreen/Koha based on the needs of each library department;
- Troubleshooting during installation, migration, and initial customization process to ensure that staff and patron workflows can occur properly;
- Ongoing, as-needed maintenance of Evergreen/Koha.

General Information

Include narrative about your company, your approach to the project, and your approach to customer service with the following information:

- A statement of your company's experience and qualifications. Include a general overview and history of your company, investor or ownership information, number of years in business, number of employees, and names of key executives.
- Has your company been involved in a merger, acquisition, or reorganization in the last five years? If so, please describe.
- Identify proposed staff members who would be involved in the proposed solution, including a summary of their qualifications.

- Detail your firm's experience in providing the proposed solution for at least three similar customers, with project dates, customer name, contact person, email address, and telephone number(s). At least one project should have been completed within the last 12 months, and one 24 – 36 months ago.
- How many customers are currently running production versions of your proposed solution? What sizes and kind of libraries make up your customer base? Over the last 12 months indicate how many new clients you've contracted with, versus migrations from existing/previous clients, and provide a list of those firms.
- Describe the library staff resources required to support the migration and implementation work for the proposed solution, including the roles required, level of involvement, and length of involvement.
- Provide an estimated migration and implementation timeline for a project of this size and complexity. What data, if any, cannot be migrated to your solution from the Polaris product?
- Provide your proposed support offering, including the mechanism for reporting and resolving issues, support staff access (email, phone, company website) and availability, resolution guarantees, and upgrade support, included in annual maintenance fees.
- Does your maintenance offering include preventative maintenance and system monitoring at no additional cost? Please describe the type of support you offer on the weekends.
- Describe the training solution proposed. Does your company provide on-site training for the system? Do you offer web-based training? Please describe what options are available and the costs involved with each option.
- Can your solution interact with a collection agency?
- Can your system communicate with Envisionware's PCReservation and block a patron who is not authorized to reserve a public computer?
- Can your system communicate with Bibliotheca or other RFID technology for check out and check in of materials?
- Describe your company's philosophy to product development. Are annual

roadmaps published for customers to review? How many versions has your company released for the proposed ILS in the last 24 months?

- How are upgrades implemented? How much system downtime is typical for an upgrade? Can you schedule upgrades when our library is closed?
- What innovations have you deployed or are you developing that may not be on our radar?
- Describe your pricing model, for example, do you use the number of staff logins to determine pricing for your system?
- Describe your server hosting facility. Specifically, discuss server specifications, Internet infrastructure, power source, and security (both physical and virtual). Please list any redundancies in place for above systems.

Cost Proposal

Vendors will submit a cost proposal for their proposed solution using the general format below. If additional features are being proposed, please add them to the table.

Description	Initial	Maintenanc e Year 2	Maintenanc e Year 3	Maintenanc e Year 4
Required Modules <ul style="list-style-type: none"> • Circulation • Acquisitions • Serials • OPAC • Cataloging • Reports • Outreach • Administration 				
Authority Control Module				
Authority Control Processing				
EDIforAcquisitions				
SIP/SIP2/NCIP (perlicense)				
Offline Circulation				
Phone, email, and textmessaging notificationsservice				
Z39.50				
eCommerce				
DigitalCollection Management (lessthan 25,000 items)				
Data migration services				
Implementation services				
Training services				
Hostingservices				
System Monitoring Software				
Otherinstallation fees(detail each)				
Other functionality/modules (detail each)				

OPAC

- In your system, can patrons place holds on on-order, checked out and available items?
- Does your system include seamless incorporation of eBooks and downloadable audio from third party content providers such as OverDrive, Recorded Books, 3m Cloud and Axis360 in the library catalog? In other words, is it possible to discover, access, and download eBooks and audiobooks from the OPAC without navigating away from the OPAC? Does the OPAC display RDA indexing?
- How does your system display multiple formats for a given title?
- Does your system have the ability to display series titles in order?
- The system must include book jacket and cover art images for various formats and support third party content of such. Please include any extra costs.
- Please describe the level to which your system supports third party content integration from companies such as LibraryThing, Novelist, and GoodReads.
- Does your OPAC allow staff to create lists and post lists in PAC display area.
- Does your OPAC support faceted searching?
- Please describe your OPAC's solution for mobile devices. Does your OPAC require a third party app to display OPAC content?
- Please state whether your OPAC supports the following: spell checking, relevancy ranking, user contribution (patron recommendation and/or starring), and integration with social networking sites.
- Does your system include a youth OPAC interface?
- Describe patron library account functionality. Once logged in, can a patron see what they have checked-out, renew items, place items on hold, pay fines through PayPal or with credit card? Can they view a historical list of items they have checked out in the past?

- Does the system include a customizable web portal? The portal must not require third party web-authoring tools (e.g. Dreamweaver) to develop or maintain content and links. A content management solution is preferred.
- The portal must include built in HTML/XML tools that do not require staff knowledge of hypertext (HTML) or extensible markup language (XML).
- Do any of your existing clients use your web portal as their library website? In other words, the library website and OPAC are rolled into one site.
- Does your solution allow patrons to apply for library cards on line?

Circulation

Can your circulation module perform the following:

- Retain patron fine payment history?
- Add pop-up notifications to patron records?
- Can it create multiple types of patron accounts, define separate loan rules and material limits for each type, and have certain fields populate in those record types?
- Display patrons' last activity date, updated for online activity as well as circulation?
- Can it backdate material check indates?
- Can it globally "search and replace" information on a selected group of patron records?

Narrative responses about your circulation module

- Does your circulation module use client based software or is it web based?
- Describe how your system supports outreach services, including circulation and issuing cards offsite. Is the offsite functionality in real time?
- Can circulation functionality be accessed from any current browser, including on a tablet or mobile device?

- What ecommerce capabilities are available? Can library patrons use credit and debit cards to pay fines and fees? Which payment gateways are compatible with your system? Please include pricing for ecommerce hardware required in your bid.
- Describe offline circulation capabilities.
- Describe your notices capabilities (paper, email, texts, phone) including notice types and delivery methods.
- Which fields in the patron account are searchable?
- Can basic statistics be gleaned from the circulation module? For example, can we tell how many times an item has circulated from the circulation module?
- Can default values be set up in certain fields? For example, when registering a patron, can “802” (VT area code) be set up to appear every time in the area code field?
- Describe the configurability of check out receipts. Can receipts be emailed?

Cataloging

Can your cataloging module perform the following:

- Batch record editing?
 - Ability to hide records, call numbers or items from public view?
 - Overlay acquisitions on-order records from vendors (such as Baker & Taylor, Ingram, Brodart or other major distributors) with OCLC records?
 - Edit bibliographic and authority policies?
 - Add, transfer, and remove copies?
 - Provides cut, copy and paste commands for MARC record editing?
 - Does the system provide any label printing utilities?
 - Describe the process for updating entries in bibliographic records based on authority heading changes. How are entries matched against current LC headings? Are updates automatic? Is there an additional fee (one time or recurring) for this service?
 - Describe the process for withdrawing items from the collection. What

happens to any fines associated with the items? What portions of the process can be handled through routine reports?

Narrative responses about your cataloging module:

- Please describe the recommended workflow using your solution for loading and updating bibliographic records using OCLC , both individually and in batch mode, loading new and updated authority records, loading/overlying bibliographic records, and updating authority records.
- How are global changes made to bibliographic records? Can global editing be performed on every field in a MARC record? What are the restrictions, if any? How are manual edits made to bibliographic records, and what are the restrictions, if any?
- How are bibliographic records deleted? Are there options for both batch deletion and individual deletion? What elements can be used to identify and delete collections of records in a batch?
- How are electronic resources handled in your system? Do they require the creation of item/copy records to be visible?
- Does your system allow duplicate call numbers? Please describe any restrictions.
- Describe the extent to which new cataloging standards such as RDA and FRBR are implemented in your system. Are external links to resources such as RDA Toolkit accessible from your cataloging module? What is necessary to enable such links?

Acquisitions

Please confirm or describe your system functionality:

- Ability to change budgets on the fly.
- Ability to quantify total items ordered and total cost on each order record.
- Ad-hoc reports for: expenditures/encumbrances for a specific budget line, holds-to-copy or holds purchase alert (number of items on order, number of current copies), item status.

Please describe the following, and include other information about your product in this category:

- Please describe the recommended workflow using your solution for acquiring and receiving materials, including electronic selection, ordering, obtaining, recording, and distributing bibliographic records, budget encumbrance and reconciliation, importing invoices, importing bibliographic records for received items, receiving materials, and reporting.
- How does your system record invoices and payments?
- How does your system support order tracking?
- How does your system manage standing orders?
- Describe the method for editing or updating groups of order records.
- Describe the process for setting up ordering and invoicing via EDI. Does the set-up require ILS vendor assistance? Are there additional fees (ongoing and/or recurring) for vendor supported EDI setup?
- Do you have existing clients that have EDI setup and with Brodart, Baker and Taylor, and Ingram?

Serials

Please confirm or describe your system functionality:

- The catalog and circulation displays should show summary holdings for each subscription.
- Ability to customize fields for printed labels.
- Ability to circulate single issues.
- Generates prediction patterns for determining when the next expected issue of a serial is scheduled to arrive.

Please describe the following, and include other information about your product in this category:

- Give an overview of how the ILS handles typical tasks associated with serials, such as receiving/check in, routing, and claiming. Is there a recommended workflow for handling issues?
- Describe how staff can create and change publication patterns, chronology displays, and enumeration displays on-the-fly.
- What information, reports, and statistics can be generated from Serials records? How are issues identified as not received and claimed from EBSCO or another vendor?

Reporting

The library needs fast and easy access to information about patrons and material usage to make data driven decisions, including information about ebooks and other electronic content. The library has the following requirements for a reporting environment:

- Allows staff users to define and run reports themselves both because the interface is easy to use and also because the load on the system does not interfere with normal day to day operation.
- Is SQL compliant, so 3rd party reporting tools can be employed.
- Allows scheduled reports to run at a date and time specified by authorized staff and allows scheduled reports to be emailed.
- The reporting module should be web-based and accessible via any standard web browser.
- Offers a data mining or decision support component that provides data to support trend analysis and collection development. Does your system support CollectionHQ?

Describe the reporting features of your ILS, including the requirements above and if there are limitations to the fields and tables the library has access to for the purpose of generating reports.

Appendix A: Grading of Qualifications

1. Qualifications (Points)

The Proposer's qualifications and experience in providing the same or similar services as outlined in the RFP Scope of Work. This description should include the names of the person(s) who will provide the services, including any subcontractors, their qualifications, and the years of experience in performing this type of work/services.

2. Approach (Points)

The description of the methods and/or manner in which the Proposer proposes to satisfy the requirements of the Scope of Work (i.e. What is the availability and process for support services?; How does your approach and experience with migration from our existing ILS (if needed) uniquely qualify the proposer?)

3. Statement of Work (Points)

Statement of Work that enumerates and defines the work/services that Proposer will provide to the Cooperative to complete the Scope of Work in this RFP, including each task, deliverable, and/or goods or products comprising the services Proposer will provide, as well as a proposed completion schedule for each task or deliverable, if applicable. The Proposer's Statement of Work shall be in a form that can be incorporated into the Services Agreement at the Cooperative's option.

4. Compensation (Points)

The proposed compensation to be paid by the Cooperative for the services identified in the Statement of Work, including the methodology for determining the compensation. Please also provide the cost of not only the proposed systems for the project and initial migration, but also the cost of ongoing maintenance. Please also include a schedule of cost for services and maintenance that may be discounted do to length of contract. Also, please provide for a maximum percentage we may expect our maintenance agreement to increase after the initial contractual obligations are met.

5. No Exceptions to RFP (Points)

Proposer is advised that exceptions to any terms and conditions contained in this RFP or the Services Agreement must be stated with specificity in its response to the RFP. The points available under this criterion may be deducted if the Proposer takes exception to any language to this RFP package.