

**County of Nevada
IGS - Purchasing Division**



Request for Proposals
For

Hosted Integrated Library System

Date Issued: March 30, 2015

Proposal Submission Deadline:

Wednesday, April 29, 2015 at 3:00 P.M. Pacific Time

Mail Proposal To:

Nevada County Purchasing Division
Eric Rood Administrative Center
950 Maidu Avenue, Nevada City, CA 95959

or

Hand Deliver Proposal To:

Nevada County Auditor/Controller's Office (2nd floor)
Eric Rood Administrative Center
950 Maidu Avenue, Nevada City, CA 95959

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1. SUMMARY

The Nevada County Purchasing Agent, on behalf of the Nevada County Library, hereinafter collectively referred to as “County,” is requesting proposals from all interested providers of a hosted Integrated Library System (ILS). The County is seeking a hosted ILS that will allow for a range of usability and adaptability for staff and end users and includes modules for circulation, public interface, cataloging, serials, and authority control, concise reporting, user authentication, and interoperability with self-check and PC/Print management software, among other considerations.

The term “offeror” as used herein shall refer to providers submitting proposals in response to this Request for Proposals (RFP). The term “Contractor” or “Provider” is also used to describe the successful offeror(s) in the context of providing services under a contract resulting from this RFP.

An electronic copy may be downloaded from <http://www.mynevadacounty.com/nc/igs/purchasing>. Potential offerors must register with the County in order to be notified of addenda and other notices. To register, please send an email to Pamela.Mowry@co.nevada.ca.us indicating “Hosted Integrated Library System RFP - Registration” in the subject field. If you do not receive a reply to this email indicating that you have been registered, please call 530-265-1692.

Each proposal received in response to this RFP will be evaluated on the criteria described herein. All proposals must be sealed, clearly marked “PROPOSAL – Hosted Integrated Library System” and must include all elements described in the **PROPOSAL CONTENT AND FORMAT REQUIREMENTS** section of this RFP. One unbound original, four (4) unbound paper copies, and one electronic copy (CD or USB drive) of the proposal must be delivered to the address below before the date and time listed in the **CONTRACT AWARD SCHEDULE** section of this RFP. The County will not be responsible for proposals delivered to a person or location other than that specified herein, and reliance on the postal service will not excuse late proposals.

Questions or requests for clarification of this Request for Proposals must be submitted in writing no later than the date and time listed in the **CONTRACT AWARD SCHEDULE** section of this RFP. Responses to questions will be published in an addendum after the question submittal deadline has passed. The County reserves the right to decline to respond to any questions.

Any amendment or addendum to this RFP is valid only if issued in writing by the County of Nevada Purchasing Agent.

2. CONTRACT AWARD SCHEDULE

Publish RFP	March 30, 2015
Deadline for Questions	April 13, 2015 at 5:00 P.M.
Proposal Submission Deadline	April 29, 2015 at 3:00 P.M.
Vendor Demonstrations (tentative)	Week of May 18, 2015
Contract Approval (tentative)	June, 2015
Services to Begin (tentative)	July 1, 2015

3. GENERAL CONDITIONS

- 3.1 Prime Responsibility: The selected Contractor(s) will be required to assume full responsibility for all services and activities offered in its/their proposal(s), whether or not provided directly. Further, the County will consider the selected Contractor(s) to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.
- 3.2 Assurance: Any contract awarded under this RFP must be carried out in full compliance with Title VI and VII of the Civil Rights Act of 1964 as amended, and Section 504 of the Rehabilitation Act of 1973 as amended. The Provider must guarantee that services provided will be performed in compliance with all applicable county, state and federal laws and regulations pertinent to this project. Prior to executing an agreement the Provider will be required to provide evidence substantiating the necessary skill to perform the duties through the submission of references.
- 3.3 If this contract involves protected health information and the Health Insurance Portability and Accountability Act of 1996 (Public Law 104-199 (HIPAA) applies: Any contract awarded under this RFP must comply with the requirement of 42 U.S.C. §§ 1171 et seq., Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its subsequent amendments, related to Protected Health Information (PHI), in performing any task or activity related to this Agreement.
- 3.4 Independent Contractor: In performance of the work, duties and obligations assumed by the offeror, it is mutually understood and agreed that the offeror, including any and all of the offeror's officers, agents and employees, will at all times be acting and performing in an independent capacity and not as an officer, agent, servant, employee, joint venture, partner or associate of the COUNTY.
- 3.5 Vendors may submit alternate proposals. Alternate proposals shall be clearly marked as such.
- 3.6 Nevada County prohibits discrimination in employment or in the provision of services because of race, color, religion, religious creed, sex, age, marital status, ancestry, national origin, political affiliation, physical disability or medical condition. This clause does not require the hiring of unqualified persons.
- 3.7 The County reserves the right to reject any and all proposals, to negotiate specific terms, conditions, compensation, and provisions on any contracts that may arise from this solicitation; to waive any informalities or irregularities in the proposals; and to accept the proposal(s) that appear(s) to be in the best interest of the County of Nevada. In determining and evaluating the proposals, costs will not necessarily be controlling; the experience of those who will be providing services under the contract, quality, equality, efficiency, utility, suitability of the services offered, and the reputation of applicants will be considered, along with other relevant factors.
- 3.8 Nevada County reserves the right to:
- Request clarification of any submitted information;
 - Not enter into any agreement;
 - Not to select any applicant;
 - Amend or cancel this process at any time;
 - Interview applicants prior to award and request additional information during the interview;

- Negotiate a multi-year contract or a contract with an option to extend the duration;
 - Award more than one contract if it is in the best interest of the County; and/or
 - Issue similar RFPs in the future.
- 3.9 Qualified vendors must be prepared to enter into a contract substantially in the form of County's standard contract for a vendor-hosted software system. By reference, it incorporates many standards, terms and conditions required as part of this RFP. The County intends to award contracts substantially in the form of the sample agreement to the selected vendor(s). Portions of this RFP and the vendor's proposal may be made part of any resultant contract and incorporated in the Contract.
- 3.10 Prior to commencement of services, the Contractor must provide evidence of the following insurance coverages: Worker's Compensation, Commercial General Liability (naming the County of Nevada as additional insured), Comprehensive Business or Commercial Automobile Liability for Owned Automobiles and Non-owned /Hired Automobiles, and may also be required to provide Errors and Omissions insurance, Professional Liability or Malpractice Insurance depending on the nature and risks associated with the services provided. The Contractor will be required to maintain the required coverages, at its sole cost and expense, throughout the entire term and any subsequent renewal terms of the contract.
- 3.11 Pursuant to the County's Green Procurement and Sustainable Practices Policy, vendors are requested to use recycled products and sustainable practices whenever possible in preparing their response to this RFP, including using post-consumer recycled content paper and packaging products, and copying on both sides of the paper.
- 3.12 The County of Nevada encourages its contractors and subcontractors to use the US. Citizenship and Immigration Services E-Verify system to verify that employees are eligible to work in the United States. Information about the E-Verify system is available at www.dhs.gov/e-verify.
- 3.13 Proprietary Information: Trade secrets or similar proprietary data that the prospective contractor does not wish disclosed to other than personnel involved in the proposal evaluation effort or post-award contract administration will be kept confidential to the extent permitted by law as follows. Each page alleged to contain proprietary information shall be identified by the prospective contractor in boldface text at the top and bottom as "PROPRIETARY." Any section of the proposal that is requested to remain confidential shall also be so marked in boldface text on the title page of that section. Despite what is labeled as confidential, proprietary, or trade secret, the determination as to whether or not certain material is confidential, proprietary or trade secret shall be determined in accordance with applicable law. If a prospective contractor designates any information in its proposal as proprietary pursuant to this provision, the prospective contractor must also submit one copy of the proposal from which the proprietary information has been excised. The proprietary material shall be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the content of the proposal as possible.

4. BACKGROUND

Nevada County is located in the Sierra Nevada Mountains, approximately one hour north of Sacramento, California. The County spreads across almost 100 square miles and contains the cities of Grass Valley and Nevada City, the Town of Truckee, and a large unincorporated area. The community is highly supportive of the Library system, which is well used and enjoyed.

For more than 11 years, the County has been receiving integrated library system service through SirsiDynix, first using the Horizon platform, and then moving to a software-as-a-service system three years ago.

We are seeking proposals to identify a hosted system that will provide the broadest, most efficient, and highest quality services available to the public, staff and administration at the most advantageous cost to the County and its taxpayers.

The most highly rated proposers (See Section 7) will be required to present a demonstration of their system in real time. The evaluation committee will need to be able to test the functionality of various modules, so the demo should include the ability for the evaluation committee to “play” with data that is pre-loaded in various modules.

The County intends to establish a three-year contract, with an option to renew annually thereafter.

The following provides some general information about the Nevada County Library organization.

Population	97,019
Item/Holdings	225,791
Bib Records	142,466
Patron Records	65,535
Annual Circ	733,985
Branches	6
Self-Check machine	4
PC/Print Management	CASSIE
Library website	www.mynevadacounty.com/nc/library

Nevada County technology solutions are managed by a centralized Information Technology organization. Nevada County maintains a centralized data center that provides a robust managed and environmentally controlled operating environment for servers, routers and firewalls. From this centralized data center, Nevada County has multiple Internet connections to provide redundancy for staff using Internet-based tools.

5. SYSTEM REQUIREMENTS

5.1 FUNCTIONAL REQUIREMENTS

The system is required to provide circulation, cataloguing, and OPAC/public interface, as well as to interface with the current self-check system. In addition, it should provide at least some basic functionality in reporting, financial processing, user authentication/SIP/IT Systems, serials, acquisitions, and customization. Specific functional requirements are listed in Attachment B.

5.2 TECHNICAL AND SUPPORT REQUIREMENTS

5.2.1 The County’s expectations for system support and for the integrity and management of the hosting environment are described in Schedule C of the provided sample contract.

5.2.2 Additional technical requirements are as follows:

- a. Desktop client must operate on workstations with Windows 7 or higher (32- and 64-bit) without requiring administrative access by the logged-in non-administrative user (i.e., follow Microsoft security recommendations for Windows 7 client).
- b. Desktop client must operate with Internet Explorer 9 and above
- c. Desktop client must not require special configuration of a standard anti-virus platform (the County uses Kaspersky v10)
- d. Vendor support must be available during all County operating hours, 8:00 a.m. to 7:00 p.m., Pacific Time, Monday through Saturday.
- e. The application should run with User Access Control (UAC) enabled.
- f. The system should support third party user identification and NCIP (NISO Circulation Interchange Protocol, also known as Z39.83) or SIP (Standard Interchange Protocol).

- g. The system should support both personal and generic logins. Staff logins will provide varying levels of access to software functions.
- h. The system should provide a mobile circulation capability with the ability to utilize tablets (either IOS or Android capable)
- i. The system shall have the ability to encrypt user passwords and enforce strong password policies.

5.3 PROJECT IMPLEMENTATION

- 5.3.1 The migration of files will be from a hosted SirsiDynix site. The County's contract with SirsiDynix provides for the extraction files, as follows: "SirsiDynix has a utility built into the application named "MARCOUT". This utility will allow the library to export Bibliographic and item records into MARC21 format at any time. Upon termination of this Agreement, SirsiDynix will extract the Customer's non-marc data types into the SirsiDynix standard ascii file format. All files will be provided to the library free of charge within twenty (20) calendar days of the customer's request."
- 5.3.2 A deliberate and predefined project plan for implementation is required that is modeled after past successful implementations. The plan must list milestones, key tasks, implementation training, resource assignments, and contingency planning. The County's expectations for a comprehensive project management plan are described in Schedule D of the provided sample contract. The County is open to amending this Schedule D to reflect the selected Contractor's project management plan as long as it meets the County's requirements for sound planning, execution, oversight, control, accountability, acceptance testing, and quality assurance.

6. PROPOSAL CONTENT AND FORMAT REQUIREMENTS

Interested offerors shall submit an unbound original, four (4) unbound paper copies, and one electronic copy (CD or USB drive) of their proposal to one of the locations listed on Page 1 of this RFP.

Proposals shall be delivered no later than the date and time listed in the CONTRACT AWARD SCHEDULE and shall contain at a minimum the following items:

6.1. Cover Sheet (Exhibit A)

Complete all information requested in the Cover Sheet. The Cover Sheet must be signed by an owner, corporate officer, or agent authorized by the Contractor.

6.2. Background and Experience—10 points

6.2.1. History of firm

Provide a brief summary of the history of your firm, including the number of years in business, types of work performed, and identification and background of principals and individuals to be assigned to provide and implement the proposed system.

6.2.2. References

Provide examples and references that substantiate your (organization's) experience in providing the type of system proposed. This information needs to be detailed and verifiable.

6.2.3. Please describe any current, pending or past litigation (within the last 10 years) to which the firm has been, is, or is expected to be a party.

6.3. Description of Proposed System—40 points**6.3.1. System Functions**

- a. Complete and submit the Functional Requirements Questionnaire in Exhibit B. Provide additional information as necessary to explain where your proposed system differs from the stated requirements. Additional narrative descriptions of the proposed systems features and functionality are encouraged.
- b. Describe the system-level and end-user documentation that will be provided to the County.

6.3.2. Technical and Support Requirements

- a. Describe how your proposed system meets the Technical and Support Requirements listed in Section 5.2, including the requirements described in Schedule C of the sample contract. Clearly identify any exceptions where your proposed system does not meet the Technical and Support Requirements.
- b. If applicable, provide a copy of any proposed third-party hosting agreement.
- c. Provide your proposed service level agreement.
- d. To assist the County in evaluating the adequacy of its own infrastructure relative to the needs of the proposed system, identify the acceptable and optimum bandwidth and latency per client, and the average and maximum volume of data transmitted between the desktop and the server. Identify any other infrastructure requirements.

6.4. Project Implementation Plan—20 points

- 6.4.1. Provide a proposed project plan for implementation. Refer to Schedule D of the provided sample contract for the County's expectations for project management.
- 6.4.2. Describe your methods for controlling and revising the project plan. These should include plans and requirements for risk identification and management, ongoing communication with the County, and change orders.
- 6.4.3. Describe the nature and level of involvement that you expect will be required from County personnel during implementation of the system and in ongoing operations.

6.5. Other Information

Describe any functions of your system that are not part of the stated requirements. Address instances where possible efficiencies may be gained, quality may be improved or the County may otherwise benefit from adopting your proposal.

6.6. Proposed Costs—30 points

- 6.6.1. Provide a cost proposal that clearly identifies the costs for each of the System Functions described in Section 5.1. Include and itemize all costs for migration of the data, training, and other cost categories as applicable.
- 6.6.2. Provide costs for hosting the system.
- 6.6.3. Provide annual costs for service and support for three years.

7. SELECTION PROCEDURES

Proposals will be evaluated on the criteria outlined in the PROPOSAL CONTENT AND FORMAT REQUIREMENTS section, with a maximum possible score of 100 points.

After an initial review and evaluation of each of the proposals, the offerors submitting the most highly rated proposals may be invited for interviews prior to final selection, to further elaborate on their proposals. The County reserves the right to award a contract without holding interviews, in the event the written proposals provide a clear preference on the basis of the criteria described.

The Contractor(s) selected for this project will be required to accept the County's standard contract for a vendor hosted software system and to comply with insurance standards as deemed acceptable to the County's Risk Manager. No agreement with the County of Nevada is in effect until both parties have signed a contract.

8. INQUIRIES

Direct all inquiries regarding the proposal process or proposal submissions to:

Pamela Mowry, Administrative Analyst
Nevada County Information and General Services
950 Maidu Avenue
Nevada City, CA 95959
(530) 265-1692
pamela.mowry@co.nevada.ca.us

ATTACHMENT A: COVER SHEET

Name of Person, Business or Organization:	
Type of Entity: (e.g. Sole-Proprietorship, Partnership, Corp., Non-Profit, Public Agency)	
Federal Tax ID Number:	
Contact Person – Name	
Contact Person – Address	
Contact Person – Phone Number (s)	
Contact Person – e-mail address	

By signing this **Cover Sheet** I hereby attest: that I have read and understood all the terms listed in the RFP; have read and understood all terms listed in this proposal; that I am authorized to bind the listed entity into this agreement; and that should this proposal be accepted, I am authorized and able to secure the resources required to deliver against all terms listed within the RFP as published by the County of Nevada, including any amendments or addenda thereto except as explicitly noted or revised in my submitted proposal.

Signature of Authorized Representative

Printed Name of Authorized Representative

Date

ATTACHMENT B Functional Requirements Questionnaire

This Exhibit lists Nevada County's requirements for an integrated library data system. Though the term "requirements" is used here, the County understands that some compromises may need to be made in system functionality in order to select the system that will best meet our needs. Please complete this questionnaire, indicating whether your proposed system complies with each of the listed requirements. Include the completed questionnaire with your proposal. Provide explanations as needed on additional pages, using the ID numbers to relate your responses to the listed items. (Check each applicable area as it applies to your proposal)

ID #	Function	Meets Fully	Meets Partially	Comments/Exceptions
1.0 Circulation				
1.1	The system should have different tiers or granularity to its functions so that the same system can support different levels of item and user access			
1.2	The system should be able to support email notification for holds, pre-overdue notices, overdue items, and billing notices. Staff needs to be able to customize the wording of notices.			
1.3	The system should be able to support the current self-check units (Bibliotheca)			
1.4	The system should provide a mobile circulation capability to allow usage offsite as well as for inventory.			
2.0 Cataloguing				
2.1	Allow all materials to be entered into the system for access by staff and the public.			
2.2	Support z39.50 interactions and connect to OCLC, Library of Congress (LOC) and other libraries that provide connection file.			
2.3	System provides for acceptable delay maximum of 2000 ms during data entry and inquiry.			
2.4	The system should interface with RFID (County does not currently use this).			
2.5	Support batch entries, as well as local control over indexing.			

ID #	Function	Meets Fully	Meets Partially	Comments/Exceptions
2.6	Provide the ability to access external MARC tag contextual help while working within bibliographic records or authority records (preferred).			
2.7	Text or .mrc files need to be able to be converted in MARC records within the ILS.			
3.0 OPAC/Public Interface				
3.1	Allow all users to access the library's holdings as well as to view their record, place holds, renew items, and submit personal information changes.			
3.2	Work with other vendors to support additional software such as credit card payments (the County currently uses Official Payments) or digital material downloads such as Overdrive, enkilibrary, etc.			
3.3	Allow for the generation of lists (such as new items).			
3.4	Help the users with spelling suggestions, allow for graphics such as book covers, and have mobile functionality.			
4.0 Reporting				
4.1	Allow staff to track usage and data for statistical purposes as well as to edit the collection and maintain correct allocations of materials			
4.2	The system should provide scheduled and on-demand access for the usage of third party software for data analysis such as Collection HQ.			
4.3	Reports should include pre-fabricated templates as well as the ability to create adhoc reports. Ease of use is essential.			
4.4	Library staff should also be able to access the raw data as needed.			

ID #	Function	Meets Fully	Meets Partially	Comments/Exceptions
5.0 Financial Processing				
5.1	The software should provide a commerce option that integrates with circulation module. It should also accept payments placed online.			
5.2	It should be able to provide an audit of records.			
5.3	It should allow for separate levels of access for different financial processing requirements (e.g., one level of users to accept fines, a different level to waive fines, etc.).			
6.0 Serials				
6.1	The County does not currently use the serials function, but is interested in streamlining processes with this type of module, if it is available. The serials function should be fully integrated, allow for irregular subscriptions, and monitor patterns for irregularities (e.g., missing editions).			
7.0 Acquisitions				
7.1	The County does not currently use an acquisitions module, but is interested in keeping material flow smooth and streamlined through this type of module, if it is available. The County procures book and media materials from a variety of vendors so this module should have the capacity to work with multiple material vendors. It should allow for hidden "on order" records and be a multitasking tool that allows for easy movement between modules.			
8.0 Customization				
8.1	Provide flexibility, adaptability, and customization to meet changing customer demands or issues that arise.			
9.0 Data Export				

ID #	Function	Meets Fully	Meets Partially	Comments/Exceptions
9.1	The system must provide the ability to import and export all data in MARC21 format.			
9.2	The system should allow printing of reports and circulation screens to local and network-accessible printers.			