

REQUEST FOR PROPOSALS
FOR AN
INTEGRATED LIBRARY SYSTEM

**Harrison County Library System
2600 24th Avenue #6
Gulfport, Mississippi 39501**

**RESPONSES DUE:
SEPTEMBER 30, 2009 – 5:00 P.M. CDT**

GENERAL INFORMATION FOR VENDORS

1. INSTRUCTIONS AND SPECIFICATIONS

- A. The Harrison County Library System is issuing this Request for Proposal.
- B. Each proposal must be enclosed in a sealed envelope and marked "Bid: Integrated Library System" and sent to:
Harrison County Library System
2600 24th Avenue #6
Gulfport, Mississippi 39501
- C. Proposal packets must be delivered by 5:00 p.m. CDT on September 30, 2009. All bids received after this time and date will be returned unopened. Each packet must include eight (8) copies of the bid proposal. The vendor should also provide a machine-readable copy of their proposal.

Please note that FAXED OR EMAILED PROPOSALS WILL NOT BE ACCEPTED.

- D. Changes in phraseology, additions or limiting provisions, or materials or equipment not meeting the specifications may cause the rejection of the bid.
- E. In case of doubt as to the meaning or intent of anything shown in the RFP, inquiry should be made, in writing (letter or email), to:

Charline Longino
Harrison County Library System
Margaret Sherry Memorial Library
2141 Popps Ferry Road
Biloxi, MS 39532

c.longino@harrison.lib.ms.us

- F. Any vendor or vendors finding any discrepancy in, or omission from, the specifications, in doubt as to their meaning, or feeling that the specifications are discriminatory, shall notify Charline Longino prior to September 18, 2009. An exception in no way obligates the Library to change the specifications. Ms. Longino will notify all vendors in writing, by the addendum duly issued, of any interpretations made of specifications or instructions.
- G. Any vendor who intends to respond to this RFP, or is considering responding to this RFP, should inform Charline Longino by August 17, 2009. This will insure that they receive any addendums or responses to questions posed by other vendors.

- H. The submission of a proposal shall indicate the vendor thoroughly understands the terms of the request for proposals.
- I. The Library will assume no responsibility for oral instructions or suggestions. All official correspondence in regard to this RFP should be directed to and will be issued by Charline Longino.
- J. After bids have been officially opened, no bid may be withdrawn for a period of sixty (60) days, and then only by written notification delivered to the Library Director.
- K. The vendor is responsible for all costs associated with responding to the Request for Proposals.

2. KEY DATES

The Library anticipates observing the following schedule but reserves the right to modify it if circumstances warrant.

MILESTONE	DATE
Issue RFP	Monday August 3, 2009
Vendors inform Library of intent to bid	Monday August 17, 2009
Final date to pose questions	Friday September 18, 2009
Closing date for RFP responses	Wednesday September 30, 2009
Invitation to demo extended to finalists	Week of October 26, 2009
Demos (2 days per vendor)	Weeks of November 9 & 16, 2009
Preferred vendor notified/contract negotiations	Week of December 7, 2009
Go live on new ILS	Summer/fall 2010

3. AWARD OF AGREEMENTS

- A. The Library will award, under the formal sealed bid process, a contract to the vendor who submits a responsive bid which is most advantageous to the Library.
- B. The Library will send written notice of its desire to negotiate to the preferred vendor.
- C. The Library will notify all unsuccessful vendors in writing after the award of the bid.

4. RESERVATIONS

- A. The Library reserves the right to waive any informality in bidding and to reject any or all bids.

- B. The Library may waive minor differences in the specification's intent, that do not materially affect the operation for which the item or items are being purchased, nor increase estimated maintenance and repair cost to the Library.
- C. The Library shall have the right to take such steps as it deems necessary, to determine the ability of the vendors to perform the work; the vendors, upon request, shall furnish all such information and data for this purpose.

5. DELIVERY

- A. Vendors shall guarantee delivery of materials in accordance with such delivery schedule as may be provided in the proposal and the negotiated contract.
- B. All items shall be delivered F.O.B. destination, and delivery costs and charges included in the bid.

6. COMPETITION

- A. To better insure fair competition and to permit cost comparisons between vendors: The name of any manufacturer, trade name, or manufacturer or vendor catalog number mentioned in RFP is for the purpose of designating a standard of quality and type and for no other purpose.
- B. Bids that show any omission, irregularity, alteration of form, additions not called for, conditional or unconditional unresponsive bids, or bids obviously unbalanced, may be rejected.
- C. All bids must be accompanied by such descriptive literature as may be called for by the proposal or to clarify/expand on information included in the vendor's response. The proposal should, in the relevant sections, reference the descriptive literature.
- D. Specifications provided are based on the Library's needs and uses, estimated costs of operation and maintenance, and other significant and/or limiting factors to meet Library requirements and be consistent with Library policies. Minimum specifications, and maximum specifications where included, are not established arbitrarily to limit competition or to exclude otherwise competitive vendors.

7. DISPUTES

In cases of disputes as to whether or not an item or service quoted or delivered meets specifications, the decision of the Library Director of the Harrison County Library System, or his authorized representatives, shall be final and binding on both parties.

8. ERRORS IN EXTENSION

Where the unit price and the extension price are at variance, the unit price will prevail.

9. PAYMENT

The Library will make payments based on the successful completion of performance milestones.

10. INSURANCE

The successful vendor shall protect, hold free and harmless, defend and indemnify the Library, including its officers, agents, and employees, free from all liability, penalties, costs, law suits, damages, expenses, death of any person or damage to property of any kind, which injury, death or damage arises out of, or is any way connected with the performance of the work under this contract.

11. BID AWARD PROTEST PROCEDURES

- A. Protests of bid awards must be received in writing by certified mail by the Library Director of the Harrison County Library System not later than seven (7) working days after all vendors have been notified of the contract award.

Protests must be fully supported with adequate technical data, test results, or other pertinent information to support the protest. At a minimum, this must include the name and address of the protestor; identification of the project for which the protest is being filed; a statement of the reasons for the protest; supporting exhibits, evidence or documents to substantiate the protest; and a statement of the ruling desired from the Library.

- B. The decision of the Library shall be final except in instances of:
- Violations of federal law or regulations; and/or
 - Violations of the Library's protest procedure or the failure of the Library to review a complaint or protest.

12. NONDISCRIMINATION IN EMPLOYMENT

The Library will expect the successful vendor to stipulate, in the final contract, that the vendor supports equal employment opportunity for all individuals regardless of race, color, creed, sex, religion, national origin, age, physical handicap, disability, or political affiliation.

13. TAXES

The Library is exempt from federal excise taxes and state sales and use taxes. Verification shall be provided to the contractor upon request. The selected vendor shall include on the face of all invoices the firm's Federal Tax Identification Number.

14. SOFTWARE ESCROW AGREEMENT

The contractor will provide an Escrow Agreement or an Agency Agreement whereby the firm will make available to the Library all program source code for software in the proposal in the event of non-compliance by failure or default; firm ceases to exist or is merged with another firm; firm drops the product; or firm ceases to support the product. The vendor will maintain the escrow account at its own expense through the life of the contract.

INTEGRATED LIBRARY SYSTEM - REQUEST FOR PROPOSALS

PURPOSE

This request solicits proposals to furnish the Harrison County Library System with an integrated library system. This system will be implemented by fall of 2010. Vendors are expected to provide the hardware, software, and services for the furnishing, delivery, installation, and maintenance of an integrated library system.

Both a technical and cost evaluation will be performed before a contract is awarded.

LIBRARY OVERVIEW

The Harrison County Library System serves the residents of Harrison County, Mississippi. It provides service from nine facilities, four (4) of which are temporary public service facilities in use since Hurricane Katrina.

The Library anticipates that the new libraries (replacement of facilities damaged in the storm and currently in temporary trailers or other locations) will open as follows:

East Biloxi Library: Spring 2011
Gulfport Library: early 2011
Orange Grove Library Public: Spring 2011
Pass Christian Public Library: Spring 2010
Woolmarket Library: unknown

Information about the Library can be found on its web site <http://www.harrison.lib.ms.us>

Data Element	FY07/08	FY13/14
Number of bibliographic records	255,706	200,000
Number of bibliographic records with no items attached	26,148	0
Number of bibliographic records for holdings lost in Hurricane Katrina that are "masked" from public view in the OPAC because the only or all attached items were lost.	58,955	0
Number of bibliographic records with items in storage post Hurricane Katrina until new facilities open	36,041	0
Number of items owned	267,588	326,500
Number of items lost in Hurricane Katrina and "masked" from public view in the OPAC	123,562	0

Number of digitized images	0	15,000
Number of authority records	391,425*	To be determined
Number of registered borrowers	63,968	100,000
Circulation	342,697	600,000
Holds	25,326	65,000
Number of self-charge units	0	8
Number of staff workstations – PCs and laptops	65	78
Number of OPACs	80	100
Number of public-use laptops connected to network	58	165
Number of bibliographic records added	14,891	15,810
Number of items added	25,806	31,000
Materials budget	\$162,000	\$400,000

* At some point prior to the migration from Dynix Classic to Horizon, a large number of duplicate authorities were created. Some of the reasons this happened were:

- Many duplicates were created from the name authorities. A separate authority was created for each authority type.
- There was a change in the subfields being used at the time. Different authorities were created from the subfield x entry and the subfield y entry.
- They were generated from the load of the bibliographic database, as well as the Authority load.

Over the next three years, the Library will be spending approximately \$3,000,000 to acquire approximately 100,000 items to replace items lost in Hurricane Katrina. It will be contracting with one or more vendors to assist with the selection of opening-day collections.

CURRENT ILS ENVIRONMENT

The current ILS is Horizon 7.3.2 and Horizon Information Portal 3.08 offered by SirsiDynix. The Horizon database is installed on a Dell PowerEdge 6600, running Windows 2000 Server. The database management is handled by Sybase. The Horizon Information Portal (HIP) is installed on a Dell PowerEdge 2500, running Windows 2000 Server. The servers are located at the Headquarters location (two double wide trailers on county property). All locations are connected to the Headquarters location via a T1 connection.

The HIP is accessed by the public through a public IP, and the public domain is handled by the Mississippi Library Commission.

The system uses codabar 14 barcodes. The first 5 numbers of the barcode are used to designate item barcodes from borrower barcodes.

The Horizon client is installed on windows based workstations. The following equipment is used:

Barcode Scanners:

Keyboard interface
Aedex BCW-700
Cobra LS1902
Percon 10 Plus
PSC QuikScan 6000+

USB

Metrologic MS9520 Voyager
Unitech MS100

Portable Circulation Units: PSC Falcon PT-40

Receipt Printers:

Epson T-300 (Impact, parallel)
Epson TM-T8IIP(Thermal, parallel)
Epson TM-T88IV (Thermal, USB)

Printers: HP LaserJet P3005dn

The vendor should certify whether each item listed above is compatible with their proposed system.

SYSTEM CAPACITY REQUIREMENTS

The proposed system must be configured to accommodate the database sizes and transaction loads for FY13/14 shown in the Library Overview. The Vendor must describe the data formats in which data files will be accepted and include any cost to prepare or load the library's existing machine-readable records in the cost section of the response.

SERVER ARCHITECTURE

The vendor must support an open client/server architecture, which is portable and interoperable and which depends upon industry standards or, where standards are lacking, commonly accepted practices. The system must be scalable to support a variety of configurations, including large LAN/WAN operations.

The system must make use of an open database structure that may be accessed using Standard Query Language (SQL) such as MS SQL Server. The database must not be compressed, it must be extensible and it may not be based on proprietary database software. The Library must have access to all tables and data within the database and will be provided with a document outlining the table structure.

The vendor is required to provide server hardware to handle the file sizes and anticipated transaction loads for FY13/14 shown in the Library overview. The vendor should indicate the capacity of the proposed hardware to handle larger file sizes and/or transaction loads. If the proposed system is at or near capacity for the FY13/14 levels, describe what the

Library would need to do to increase capacity when the need arose and the potential cost.

PC REQUIREMENTS

The vendor is expected to identify the minimum and the preferred specifications for a staff PC and public PC that will be used on the system.

RESPONSE TIMES AND TRANSACTION VOLUMES

The vendor is expected to provide a system that can meet or outperform all of the response times listed below during the life of the contract.

The vendor will be required to contractually guarantee the ability of the system of support the file size and performance levels throughout the life of the contract.

	Average Load 95% of Transactions	Peak Load 5% of Transactions
	2.0 seconds	3.0 seconds
Check-out	2.0 seconds	3.0 seconds
Check-in	3.0 seconds	4.0 seconds
New titles added	3.0 seconds	4.0 seconds
New authorities added	3.0 seconds	4.0 seconds
New items added	3.0 seconds	4.0 seconds
New patrons added	3.0 seconds	4.0 seconds
Holds entered	3.0 seconds	4.0 seconds
Serials check-in	3.0 seconds	4.0 seconds
Patron Queries	2.0 seconds	3.0 seconds
Renewals	2.0 seconds	3.0 seconds
Catalog searches – Single term	2.0 seconds	3.0 seconds
Catalog searches – Boolean	3.0 seconds	5.0 seconds
Acquisitions ordering	3.0 seconds	4.0 seconds
Authority search	2.0 seconds	4.0 seconds

YEAR 1 - TRANSACTIONS	ANNUAL	PER HOUR	PER HOUR
		(AVERAGE)	(PEAK)
Check-out	342,697	114	343
Check-in	376,967	126	188
Titles Added/Changed/Deleted	36,536	18	55
Items Added/Changed/Deleted	38,709	19	58
Patrons Added or Changed	15,992	5	11
Items ordered/received	25,806	13	39
Holds	25,326	8	42
Fine Processing	34,270	11	23
First Overdue Notices	17,135	batch	batch
Final Overdue Notices	8,567	batch	batch
Patron Record Queries	10,657	4	7
Catalog Searches by Patrons/Staff	12,420,000	4,140	4,830
Patron file	63,968		
OPAC & REF Terminals	138		

YEAR 5 - TRANSACTIONS	ANNUAL	PER HOUR	PER HOUR
		(AVERAGE)	(PEAK)
Check-out	600,000	200	600
Check-in	660,000	220	330
Titles Added/Changed/Deleted	42,000	21	63
Items Added/Changed/Deleted	62,000	31	93
Patrons Added or Changed	25,000	8	17
Items ordered/received	31,000	16	47
Holds	65,000	22	108
Fine Processing	60,000	20	40
First Overdue Notices	30,000	batch	batch
Final Overdue Notices	15,000	batch	batch
Patron Record Queries	16,660	6	11
Catalog Searches by Patrons/Staff	31,800,000	10,600	11,925
Patron file	100,000		
OPAC & REF Terminals	265		

WARRANTIES

The vendor must warrant that the system will operate in conformance with the proposal submitted in response to the specifications contained in this document.

Describe the software warranty, including duration and cost, if any.

Any hardware proposed will be warranted against defects in workmanship and materials, under normal use and service, for a minimum period of three (3) years from the date of installation. The vendor should also provide the cost, as an option, for the Library to purchase a five (5) year warranty on the hardware.

EVALUATION

The Library ILS Committee will review and evaluate proposals that are submitted by the Bid Opening date and have been submitted in the format prescribed in this RFP. The Library reserves the right to invite some vendors to provide a demonstration of their software before a final selection is made.

Evaluation scoring will be based upon the following weighted scale:

45%	Functional Requirements and software warranty
17%	Price
13%	References from customers
10%	Vendor viability and vision
8%	Marketplace rankings and reviews
7%	Hardware/Software platform

VENDOR RESPONSE

All responses must include, at a minimum, all of the information requested in the RFP. It is not necessary to include the information in the following order, but the Response should be clearly labeled/indexed to enable the Library ILS Committee to quickly find information.

COVER LETTER

This letter will include the name and address of the firm submitting the proposal and the name, address, email address, and telephone number of the person(s) authorized to represent the firm during contracting.

VENDOR PROFILE

A brief description of the vendor's background, organization, staff, experience, and product line must be included in this section. Vendor should demonstrate financial stability and describe any outstanding litigation.

VISION

A description of the vendor's plans for the future and how that vision will benefit public libraries.

SYSTEM GROWTH & CONVERSION OF DATA

Describe how the proposed software would handle future growth of the Library, including additional workstations, volumes, customers, and system features.

The vendor must also include information on what they expect the Library to do to prepare the database(s) for a satisfactory transition. The physical medium and data formats in which Library data will be accepted must also be included.

Describe the data conversion process. Will it be possible to load the full database as a test file for review before the production database is loaded? How long will it take to load the test and the production files?

The vendor should describe what services can be provided to reduce the duplicate authority records. The cost proposal should clearly indicate whether this is an optional service with an additional cost.

In accordance with FEMA requirements, the Library has been required to maintain data on the items that were lost in Hurricane Katrina. These items are currently “masked” from public view in the OPAC but are accessible to staff. It is essential that these items be migrated in a manner that provides staff access to the bibliographic and item records but does not display them in the OPAC. The vendor must state if this is possible and if so, how it will be accomplished.

LICENSING ISSUES

Vendor must submit any software licensing restrictions, including maximum number of clients (PAC, staff, SIP, NCIP, Z39.50 etc.), cost of additional licenses, and licensing issues for remote access.

FUNCTIONAL REQUIREMENTS

The Library will assume that the vendor has the core functions of a modern integrated library system and will verify this by talking to current customers. Lengthy descriptions of standard functions are not requested or welcome. Vendors are welcome to submit supplementary material if it is referenced in their response.

Please provide references for a minimum of three (3) public libraries of similar or larger size using each of the listed modules for more than one year.

Circulation

- Briefly describe the strengths and/or unique features of your circulation module. How is it different from and/or superior to that of other vendors?
- Describe how you handle e-mail notices.
- Describe how you handle alerts and notices to mobile phones and “smart” phones.
- Describe your telephone notice and telephone renewal system.
- Describe how you support self-service pick-up of reserves by printing labels etc.

OPAC

- Briefly describe the strengths and/or unique features of your OPAC module. How is it different from and/or superior to that of other vendors?
- Describe the enhanced content options the Library can purchase from the vendor directly or from third-party vendors such as Syndetic Solutions.
- Describe how much control Library staff have over the look and feel of the OPAC. What skills are needed to customize the OPAC? Is training provided so staff can acquire these skills?
- Describe existing patron self-service features.
- Describe how the OPAC, and other modules if relevant, can support the Local History and Genealogy Library and their unique and valuable collections.
- Describe how the Library can participate in the Mississippi Virtual Union Catalog that requires a Z39.50 server and a Z39.50 client. Describe whether it is possible to use NCIP or SIP2 to enable patron authentication and allow library users to search and initiate inter-library loans.

Acquisitions

- Briefly describe the strengths and/or unique features of your Acquisitions module. How is it different from and/or superior to that of other vendors?
- Describe the fund accounting process and capabilities. The Library currently uses Peachtree accounting software. Can your system interface with it?
- Currently, the Library purchases most of its materials from Baker & Taylor and Midwest Library Service. Provide a list of jobbers that currently interface with the ILS and
 - Describe the process for each of the vendors with whom you are currently interfacing for:
 - electronic ordering
 - electronic confirmations process
 - electronic invoicing.
 - What is the format for each of those exchanges?
 - How long have these interfaces been in existence?
- Describe how to use carts to create orders and how they are used throughout the acquisitions process.

Cataloging

- Briefly describe the strengths and/or unique features of your cataloging module. How is it different from and/or superior to that of other vendors?
- Describe your ability to load titles, items, authorities, and orders from a variety of sources, including at a minimum, OCLC, Baker & Taylor, BWI, and Midwest Library Service.
- Describe how new sources of bibliographic data can be profiled. Can this be performed by library staff or is it necessary to contract for the profile to be created?
- Describe the user cataloging interface including use of templates (titles and items), ability to restrict functions by log-on, and ability to validate data prior to saving records.
- Describe the number and types of indexes available for bibliographic records. Specifically identify any limits in the number of indexes.

- Describe the authority control process, specifically during cataloging and file loading. How are staff notified about new forms of entry? How are staff notified of what actions they must or may take?
- Describe the process to download bib and items files, and how to transfer one MARC bib record at a time, i.e., from OCLC or other libraries)

Other modules or functions

- Describe how staff can use the system to inventory the collection.
- Describe the e-commerce functionality of the system.
- Describe other modules or functions that might be of interest to us.

IMPLEMENTATION SCHEDULE

Vendor should describe its experience in migrating clients from Dynix Horizon.

Vendor must provide an implementation schedule for system installation outlining what will take place and the responsibilities of the vendor and the Library.

At what points, and for how long, during the implementation will various functions or the entire system be offline?

MAINTENANCE AND SUPPORT UPDATES

Maintenance and support must be provided. The vendor should describe its hardware support and maintenance practices.

Vendor should describe its customer support policies including any free help lines, hours of operation, how customer support or help desk services are staffed, and emergency service. Terms and cost of any available software maintenance agreements must be described in detail.

Information on the frequency of software upgrades must also be provided. What is the process for loading a software upgrade? Would the Library or the vendor perform upgrades? In what form does the Library receive the software (e.g. ftp or via a Web site)?

If any of the proposed software would come from a 3rd party vendor, indicate how support and maintenance for that software is provided and describe how that differs from the support and maintenance provided for the vendor's software.

The vendor must describe its system for submitting enhancement requests. Please include details about the review process and what criteria are used for the inclusion of enhancements.

FILE REORGANIZATION

Does the proposed system require periodic file reorganization (i.e. re-indexing and resizing)? If so, the vendor must explain this process. This explanation must include a list of any files that require periodic reorganization, the length of time the reorganization takes, and information about the availability of the system during this reorganization (e.g. can the system be accessed by PAC, staff and remote users?).

The vendor must also include a list of any indexes that will require periodic reorganization and indicate if the system is available to PAC, staff and remote users during the reorganization. If the system is available to users during reorganization will users experience any slowness in response time during this process? The vendor must also state if file reorganization and/or index reorganization is not required.

BACKUP

The vendor must outline the routines recommended for unattended, automatic system and data backup. An estimate of the length of time required for each type of backup is also required. The vendor should use the Library's database size listed in the Library Overview section.

SECURITY

Describe both client and server security.

HOSTING OPTIONS

The Harrison County Library System is still recovering from Hurricane Katrina. Its administrative headquarters is located in two doublewide trailers. The IT department and all central site hardware are housed here as well.

The IT Department will relocate to the Library's new administrative headquarters when it opens in the spring of 2011.

The Library is willing to consider any or all of the solutions described below or other options the vendor proposes:

- Installation in current location and relocation to new administrative headquarters when the facility is available for occupancy
- Temporary hosting of the system at a remote location until installation in the new administrative headquarters is possible
- Outsourced solution

What option(s) would you recommend? Provide cost information for each option you could implement and would recommend.

DOCUMENTATION

Provide a sample of system documentation or a link to a site where it can be accessed online.

SUPPORT OF OTHER LANGUAGES

Some residents of Harrison County speak Spanish or Vietnamese. Describe how your system supports these languages including how notices can be sent to library users in their native language. The vendor must clearly indicate any additional cost(s) for these languages.

SELF-CHECK SYSTEMS AND BOOK SECURITY SYSTEMS

The vendor must indicate whether or not their software is compatible with self-check out systems and book security systems provided by other vendors, and if so, list each compatible system and identify whether it is a RFID system or another security method. What 3rd party protocols does the system support?

Describe how the system handles media and multi-part items.

If the vendor offers its own self-check system and/or book security system, information should also be provided on that option.

The vendor should also include annual costs, if any, to use each third party product with the system.

REPORTS

Vendors must describe the report generator. Of special interest are:

- what reports are standard?
- can the user create custom reports?
- how easy is it to generate custom reports?
- how flexible is the report system?
- are natural language queries used to build reports?
- are reports able to be generated using SQL?

Samples of standard and custom reports must be included.

TRAINING

The vendor must provide a detailed plan for training Library staff. Currently the Library employs 58 staff (full time and part time) assigned to functions/departments listed below

Function or Department	# of staff
Public Service	48.5
Technical Services	4.5
Administration	2
Information Technology	2
Other	1

The Library anticipates that all staff will receive training in the basic functions of the Circulation and OPAC modules. It also anticipates that selected public service staff will receive training in the basic functions associated with selecting materials and bibliographic maintenance (adding paperbacks to the collection, changing location of items etc.). It also anticipates that designated staff will receive advanced training that will enable them to perform tasks requiring a higher level of permission, serve as resource people for current staff, or as trainers for new staff as they are hired.

The Library does not have a computer lab, but it can provide access to a library meeting room with a wireless network and up to 20 laptops for staff training.

The training plan must include the following:

- A description of the training in all system functions for each of the functional modules
- Specify what skills and abilities the vendor expects the Library's IT staff to possess prior to vendor provided training
- Specify what training is included with the system purchase and what training would be available at additional cost
- Specify what training is onsite and what training is off-site
- Specify the type of training (demonstration, hands-on, web-based, etc.) that will be used
- Specify the training/experience of the vendor's staff who will be providing the training for Library staff
- Provide a general training calendar relative to system implementation and specify the number of contact hours of training that will be provided for each system component
- Specify the training that can be available on an as-needed basis for new staff.
- Specify the training materials that can be provided for Library staff to use to train other staff or the public.
- Specify if any workflow analysis services are available.

TEST/TRAINING DATABASE

Is a test database available during the migration and conversion process? This database would contain a small sample of customer, materials, and other records, and all modules being purchased by the Library. The vendor must state if they can provide such a database and what, if any, additional costs are associated with this database. The vendor must also indicate if any additional hardware is necessary, what the hardware requirements are (memory, disk space, etc.).

REFERENCES

Vendor must submit a reference list of at least five (5) multi-branch public libraries that are currently operating with the proposed system. References should have a transaction volume and file sizes at least equal to those projected for the Library in FY13/14.

Reference information must include:

- library name and address
- contact information (address, email address, and phone number) for the library director
- contact information (address, email address, and phone number) for the IT or system manager
- the length of time the library has been a customer
- the size of the system installed (e.g. the number of bibliographic records, the number of customer records).

SUBCONTRACTORS

The vendor must name any subcontractors that will be used in any way to fulfill the terms of this contract. The name of the subcontractor, address, nature of the service provided, and experience providing this service for the vendor must be stated by the vendor.

The vendor should also list any agreements they have with other vendors (e.g. Amazon, EnvisionWare, Syndetic Solutions, Unique Management, etc.) and describe the nature of the agreement.

COST

This section must include a complete breakdown of all costs associated with the proposed system, including but not limited to software, any recommended hardware, staff training, site licenses, seat licenses, maintenance, data conversion, including whether the Library would need to contract with our current vendor for data extraction, or any other service required as part of the migration.