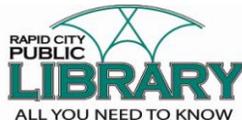


Request for Proposal: Integrated Library System

Issued by Rapid City Public Library

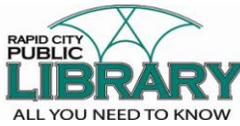
Proposals accepted until 5:00 pm MT, October 26, 2009

Contact: Kimberly Beck
Phone:(605) 394-6139 ext. 2214
Fax: (605) 394-4064
Email: khodgson@rcplib.org



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2 Overview

2.1 Rapid City Public Library

The Rapid City Public Library is seeking a complete, production ready, Integrated Library System (ILS), complete with automated and user-friendly user end services; this system must be capable of supporting an online public access catalog, circulation, acquisition, serials, interlibrary loans, reporting, cataloging, and administrative modules. Currently the Rapid City Public Library consists of one main library and one satellite library with the potential for growth in additional satellite sites and services in the immediate future.

The Rapid City Public Library has 45 employees in 38.875 FTE positions serving a service population of 98,000 with over 48,000 registered users. The main branch has approximately 175,000 items and the satellite site has almost 7,000. Traffic in the facilities is almost 1,500 people per day, and an annual circulation exceeding 800,000. Our current ILS is ExLibris' ALEPH version 18.01.

The current mission and goals of the library are to continue to provide traditional library services while expanding in user friendly, intuitive, online services. The library's [strategic plan](#) is available for review.

2.2 Critical Requirements

- a) The successful proposal must include documentation on these components:
 - i. Patron notification system that supports email, automated telephone and text messaging notices for holds, overdue materials and other patron events and activities or demonstration of ability to work with third party vendor to support the same.
 - ii. Integration with patron access terminal client software for management of public computer and meeting room scheduling.
 - iii. Federated Search component
 - iv. Open URL (Uniform Resource Locator) resolution that contains metadata for use primarily by libraries.
 - v. RFID (Radio-Frequency Identification) compatible
 - vi. Extendable support to multiple branch, satellite or unit locations.
 - vii. OPAC that includes:
 - a) Relevance ranking
 - b) Patron controlled lists and reviews
 - c) Holds and requests components
 - d) RSS feeds
 - e) SMS
 - f) Customizable interfaces for a youth catalog
 - g) Online patron registration
 - h) Spell Check
 - i) Patron Submitted Reviews
 - viii. Patron self-service for both charging and discharging materials either within the ILS or demonstrated support for third party client.
 - ix. Online and Credit Card payment methods must be available to users either through the client or with demonstrated third party.



- b) The proposed system must be configured to accommodate the following database sizes and transaction loads.

	Present Level	Estimated 5-Year Growth
Bibliographic Records	170,000	190,000
Items (copies, volumes)	191,000	210,000
Patron Records	49,000	55,000
Annual Circulation	744,000	1,000,000
Annual Orders Placed	17,000	19,000
Serials Subscriptions	300	250
Simultaneous Staff Users	25	25

- c) The successful proposal will comply with all NISO standards as outlined by http://www.niso.org/publications/press/RFP_Writers_Guide.pdf

3 Instructions

3.1 RFP Timeline

The RFP will proceed on the following timeline:

Date	Description/Action	Responsible Party
9/21/09 – 9/28/09	Board of Trustees Policy Committee Review of Request for Proposal	Policy Committee
9/29/09	Send RFP to ILS vendors	Administrative Assistant
10/26/09	Deadline for submittal of proposals from vendors. Business Office to receive.	Administrative Assistant
10/27/09 – 11/6/09	Review and rate RFPs; make recommendation to Library Board	ILS Workgroup
11/10/09 or 11/12/09	RCPL Board of Trustees Meeting – Award Project	Board of Trustees

3.2 Submitting a Proposal

- a) Proposals must be received by 5:00 pm MT on October 26, 2009. Late proposals will not be considered.
- b) Proposals must be sent both in hard copy and as a pdf to:

Kimberly Beck, Administrative Assistant
 Rapid City Public Library
 610 Quincy Street
 Rapid City, SD 57701
khodgson@rcplib.org

- c) Prior to the date and time deadline designated for the receipt of proposals, proposals submitted early can be withdrawn by written notice to the Rapid City Public Library, and modified proposals may be resubmitted.
- d) After the date and time deadline designated for the receipt of proposals, no vendor will be permitted to make any modifications or withdraw a submitted proposal.

3.3 Content of Vendor Responses

Vendors should respond to every numbered item in section 2.2, sections 5 through 8, and section 9.2 of the RFP. Points will be awarded only for responses of “Complies” or “Deviates.” Vendors may also reply with “Development <Date>” or a “Planned <Date>”. Be aware that some numbered items are questions for which only an answer will suffice. For these items, supplying one of the designated terms below would not be meaningful.

- a) Complies.
 - Where the existing capabilities of the vendor’s proposed system comply with a section of the RFP, the vendor should respond “Complies” to indicate that the capability described by the RFP is installed and operation successfully in at least one library as of the date of proposal.
- b) Deviates.
 - Where existing capabilities of the vendors proposed system are similar but deviate to some degree with respect to a section of the RFP, the vendor should respond “Deviates” to indicate that the capability described by the RFP is available with deviation and is installed in at least one public library as of the date of the proposal. The vendor should describe the capabilities that are available and how they deviate from the RFP. “Deviates” will be an acceptable response to a priority requirement or function if the Rapid City Public Library determines the deviation is acceptable.
- c) Not Planned
 - Where the vendor does not plan to provide a function with respect to a section of the RFP, the vendor should respond “Not Planned” to that function or requirement.
- d) Development <Date>
 - Where the vendor’s system is under development with respect to a section of the RFP, the vendor should respond with “Development <Date>,” specifying the date of availability. The vendor should indicate any deviations from the description provided in the RFP.
- e) Planned <Date>
 - Where the vendor’s proposed system is planned, but not yet under development with respect to a section of the RFP, the vendor should respond “Planned <Date>,” specifying the date of availability. The vendor should indicate any deviations from the description provided in the RFP.

3.4 Format of Vendor Responses

Proposals should consist of the following elements in this order: cover or title page, table of contents, letter of transmittal, executive summary, followed by the vendor responses to sections 2.2, 5 through 8, and 9.2 in exact order. The letter of transmittal must identify the



person to whom all further correspondence and/or questions should be addressed. Include the individual's e-mail address, telephone, and FAX number.

The proposal must be signed by an individual authorized to extend a formal proposal to the Rapid City Public Library. Proposals that are not signed may be rejected.

3.5 Cost Quote

Cost quotes should be included for all software and services referenced in the response, including installation, maintenance, and training. Refer to section 9.2 (Request for Financial Quote) for cost quote guidelines.

Conditional proposals will not be considered.

3.6 Proprietary Information Agreement

Vendors are required to submit non-proprietary complete narrative descriptions to the statements, questions, products, and support services requested in this RFP. All vendor responses and references in regards to costs shall be available for the public record.

Any part of the vendor's response marked "trade secrets," "confidential," or "proprietary information" must be placed in a separate envelope and marked "proprietary" by the vendor. Failure to clearly identify any portion of trade secrets, confidential, or proprietary information shall relieve the Rapid City Public Library from any responsibility, should such information be accidentally released or viewed by the public.

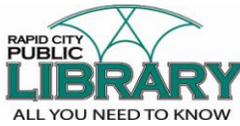
Any part of the vendor's response marked "proprietary" will be considered additional or supplemental information. The use of such information in the evaluation process will be limited to verification or further explanation of information presented in the proposal.

Submission of vendor's proposal constitutes acceptance of these terms.

3.7 RFP Process Conditions

The vendor agrees to adhere to and accept the following conditions:

- a) The Rapid City Public Library reserves the right to qualify, accept, or reject any or all vendors as deemed to be in the best interest of the Library.
- b) The Rapid City Public Library reserves the right to accept or reject any or all proposals and to waive any irregularities or technicalities in the RFP and any proposal as deemed to be in the best interest of the library.
- c) The Rapid City Public Library reserves the right to negotiate any alterations to bid specifications due to oversight or error.
- d) The Rapid City Public Library reserves the right to accept or reject any exception taken by the vendor to the terms and conditions of this RFP.
- e) The Rapid City Public Library reserves the right to seek clarification, in writing, from vendors about areas of their RFP response during the evaluation process.
- f) The Rapid City Public Library will not pay for any information requested herein, nor will it be liable for any costs incurred by the vendor in preparing a proposal.



- g) The Rapid City Public Library reserves the right to contract for a system that is not the lowest in price, provided that, in the sole judgment of the Library, the system offered under the higher bid has additional value or function which justifies the difference in price.
- h) The proposal validity period shall be for 30 days from the due date listed herein. Submission of a proposal constitutes a vendor's recognition of this condition.
- i) All proposals received become the property of Rapid City Public Library and will not be returned to the vendor.

3.8 Submission of Questions

All questions concerning the RFP process must be directed to:

Kimberly Beck
(605) 394-6139 x 2214
khodgson@rcplib.org

Responses to the questions will be provided by telephone or email. If the questions materially affect the RFP specifications, all vendors will receive copies of the questions and responses without identification of the source of the questions.

4 Selection Process

4.1 RFP Evaluation

Proposals will be evaluated by a committee composed of staff from the Rapid City Public Library and the members of the Library Board of Trustees. The contract will be awarded to the vendor whose response, conforming to the RFP, will be most advantageous to the Library. In evaluating qualified bids, the following considerations will be taken into account:

- Compliance with critical requirements
- Suitability of system specifications
- Implementation
- Cost, including ongoing factors such as maintenance fees, additional staffing required, ease of administration, support, and the development and installation of new enhancements
- Previous experience with public libraries
- Vendor's service and delivery capabilities and history
- Vendor viability and financial strength
- Recommendation from peer libraries using the vendor's product

For example, each proposal will be evaluated based on the committee's assessment of how well the proposal meets the system and performance specifications stated in the RFP. Submission of a proposal by a vendor will be judged as acceptance of the evaluation process and as vendor recognition that some subjective judgements must be made by the Rapid City Public Library.

4.2 Contract Negotiation



The preferred vendor will be contacted by the Rapid City Public Library and will enter into contract negotiations. This discussion will finalize any contract terms, such as migration of existing data, implementation process, and acceptance criteria.

The successful vendor's contract shall be reviewed and approved by the Rapid City City Attorney's office prior to execution by the Rapid City Public Library Board of Trustees.

If an acceptable contract cannot be negotiated, the Rapid City Public Library reserves the right to enter contract negotiations with any other vendor who submitted a proposal.

It is mutually agreed between the Rapid City Public Library and the vendor that the Library's acceptance of the vendor's offer by the issuance of written notification incorporates into the resulting agreement all terms and conditions of the RFP and the vendor's proposal, except as amended by mutual agreement.

Using the conventions outlined in 3.3, the vendor must clearly state in the submitted proposal any exceptions to, or deviations from, the requirements or terms and conditions of this RFP. Such exceptions or deviations will be considered in evaluating the proposals.

4.3 Rejection of Proposals

All vendors submitting proposals will be notified by e-mail as to the winning proposal, within three business days of the award.

4.4 Nondiscrimination

The Rapid City Public Library shall not discriminate based on race, color, sex, creed, religion, ancestry, disability, familial status, or national origin in selecting the vendor for the Integrated Library System. The successful vendor agrees that it shall not discriminate in its performance of the contract based on race, color, sex, creed, religion, ancestry, disability, familial status, or national origin. Vendor Information

5 Background

Vendor responses to this section will be no more than three pages.

- a) Provide a brief description of your company including the name(s) of its owners and/or principle officers, date of origin and/or incorporation, length of time in the library automation field, and length of time supporting the product being bid in response to this RFP.
- b) How many full time employees work for your company?
- c) What is the percentage breakdown of staff among sales, research and development, support, and other vendor functions?
- d) Identify the number and location of support personnel accessible to Rapid City Public Library.
- e) If your company is currently for sale or involved in any transactions to expand or be acquired by another organization, explain.
- f) If your company has been involved in a reorganization, acquisition, or merger in the last three years, explain.



- g) If your company has been involved in the last three years in public litigation with a client or a third-party vendor related to the product that is being bid in response to this RFP, explain.

5.1 Experience

- a) Describe your company's experience in providing automation services to public libraries. Be specific.
- b) Describe your position in the ILS marketplace.
- c) How many years has your company worked within the library automation industry?
- d) Describe your company's commitment to product development in the last three years.
- e) How long has the product that you are bidding in response to this RFP been actively marketed?
- f) How does your company actively participate in the development and use of industry standards?

5.2 Products & Customers

- a) Name the product that you will bid in response to this RFP and describe it in several succinct paragraphs.
- b) State the dates and general content of the last three general releases or major upgrades of that product.
- c) How many customers are currently running production versions (not experimental or test versions) of the product?
- d) List public libraries of similar size and characteristics to Rapid City Public Library that are currently using the product. Identify a central contact person for each, including name, address, telephone number, and email address.

5.3 Custom Code

- a) If customized code is required, this source code must be provided to the Rapid City Public Library as well as kept by the vendor and must be fully documented.

5.4 Vendor Contacts

- a) Describe any user groups or user community resources for the product.

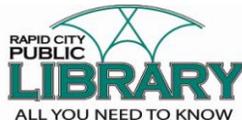
6 System Specifications

6.1 General Specifications

- a) Patron notification system that supports email, automated telephone and text messaging notices for holds, overdue materials and other patron events and activities or demonstration of ability to work with third party vendor to support the same.
 - i. Identify the auto-dialer compatibility with VOIP (Voice over Internet Protocol)
 - ii. Identify the number of dedicated phone lines required by the auto-dialer system
- b) Integration with patron access terminal client software for management of public computer and meeting room scheduling.
- c) Federated Search component
 - i. Describe how the federated search integrates into the OPAC, with locally held digital resources, and state and consortia resources.



- d) Open URL (Uniform Resource Locator) resolution that contains metadata for use primarily by libraries)
- e) RFID (Radio-Frequency Identification) compatible.
- f) Extendable support for multiple branch, satellite and unit operations.
 - i. Describe how the system differentiates and hosts multiple collections and locations.
- g) OPAC that includes:
 - i. Relevance ranking
 - ii. Patron controlled lists and reviews
 - iii. Holds and requests components
 - iv. RSS feeds
 - v. SMS
 - vi. Customizable interfaces for a youth catalog
 - vii. Online patron registration
 - viii. Spell Check
 - ix. Patron Submitted Reviews
- h) Identify the maximum number of simultaneous OPAC users allowable, based on normal configuration.
- i) Patron self-service for both charging and discharging materials either within the ILS or demonstrated support for third party client.
- j) Online and Credit Card payment methods must be available to users either through the client or with demonstrated third party.
 - i. Describe how the payment method interacts with the patron database
- k) The system must be proposed in one or both of the following configurations:
 - i. A turnkey system, consisting of:
 - i. Central site hardware and software, including operating system software, any required database management software and necessary utilities.
 - ii. The library is looking for a single-server solution; the sole server must use UNIX or Linux operating system.
 - iii. The server solution being used to host library data must be sized with sufficient capacity to allow for the library's 5-year growth projections without upgrade or replacement of the hardware.
 - ii. Software as a service (SaaS), with library data hosted remotely by vendor:
 - i. Description of security for remotely hosted data
 - ii. Any operating system software, database management software, and necessary utilities
- l) The system must be proposed with software to support the following functions:
 - i. Cataloging and Authority Control, including cataloging utility interface
 - ii. Circulation, Special Collections, and Media Scheduling
 - iii. Acquisitions and Fund Accounting, with EDI support
 - iv. Serials Control, including Routing
 - v. Report Writer and Statistics with the ability to export data in several different formats including CSV
- m) The vendor must provide a single point of support for the entire system. If the library encounters a problem with the central site hardware or software, they must be able to contact the vendor 24 hours a day, 365 days a year, via online chat or a toll-free telephone number to report the problem. Please detail any exceptions to this point.



- n) The vendor must not restrict the library regarding the specific library-authorized staff that may call for assistance, or the number of calls allowed. The vendor must describe its maintenance services, detailing how both hardware and software service will be provided
- o) The system must have been originally designed for optimum operation in a Web-based computing environment.
- p) The system proposed should require minimal ongoing administration and maintenance. All regular system administration functions must be performed from within the application, and should not require access to the UNIX or Linux operating system. The vendor shall detail any and all functions that must be performed at the operating system level.
- q) All updates and indexing transactions must be performed in real-time, without the need for any batch or "chron" jobs to be run.
- r) The system must support client platform independence for all staff and OPAC functions. All of the modules must be capable of running on Windows XP / Vista (as well as future versions of Windows), Linux and Mac OS X workstations.
- s) The installation of all clients shall be automatic, and delivered from the server to the user's workstation upon login to the server.
- t) All client software updates shall be automatically delivered from the server to the workstation, without requiring additional server hardware or third-party software to facilitate the delivery, and be immediately available for the use of the operator, without requiring re-booting of the workstation.
- u) The OPAC module must be accessible via a standard web browser (i.e. Internet Explorer, Firefox, Netscape, etc.)
- v) The client and user-chosen preferences, such as macros, screen color, fonts, icons, sounds, etc, should be associated with the user and not the workstation. Specifically, all user preferences and privileges will be based upon user identity and shall follow that user from workstation to workstation.
- w) The system must permit an authorized user to view and edit any record type for which they have password permission regardless of the module being used (e.g., serials check-in records from within the Acquisitions module, bibliographic records from the Circulation Control module, and order records from the Cataloging module). Please state any such limitations in detail.
- x) The vendor must have suitable experience in supporting public libraries that are of a similar size and type as that of the Library. Vendors shall therefore supply a list of three institutions that most closely match the Library's characteristics as outlined in this RFP. This listing must include all contact information, including names, addresses, telephone numbers, and email addresses.
- y) The system must be able to operate 24 hours a day, 7 days a week, 365 days a year. The system must be available for staff and patron use while backup procedures are being performed.
- z) The vendor must describe its maintenance services, detailing how hardware and/or software service will be provided.
- aa) The vendor must be able to implement the library's profile evaluation database within 60 days of contract signing. The profile evaluation database will consist of the library's data, loaded and indexed to the library's specifications.
- bb) The vendor must not limit the library as to the number of times the profile evaluation database can be re-loaded or re-indexed for evaluation purposes. If there is a limit to the number of times the vendor will re-load or re-index the profile evaluation database, that limit must be listed.
- cc) Major software updates must be self-installable, and should not require downtime of more than 2-4 hours. Please describe how major software updates are performed.



- dd) The system must not require the use of a third-party relational database management system (RDBMS), such as Oracle, although use of a RDBMS should be available as an option.
- ee) The vendors OPAC must be integrated into the library management system and be available in real-time, including circulation status, as records are updated on the integrated library system, requiring no batch loading or nightly re-indexing of the library's data.

6.2 Conforms to NISO Standards

The product must conform to NISO Standards as identified in the following report:

http://www.niso.org/publications/press/RFP_Writers_Guide.pdf

- a) Please list all areas where the product deviates from NISO standards.
- b) Describe system interoperability using the NCIP (NISO Circulation Interchange Protocol) standard, for providing standardized links between open and proprietary systems
 - i. Describe any successful demonstrations of NCIP implementation between:
 - a. The system's circulation module and other ILL systems
 - b. The system's ILL module and other circulation systems
 - c. The system's circulation module and third party self-service stations
 - d. The system's circulation module and the management of electronic book and audiobook formats through third party providers.
 - e.
 - ii. Provide examples of 3 libraries which are using your product and a third party vendor to perform self-service service
 - iii. Provide examples of 3 libraries which are using your product and a third party vendor to perform automatic notification through auto-dialer, text messaging, and email.
- c) Describe capabilities of the system to integrate with a third party supplier of an OpenURL-compliant link server system or service. Discuss how this third party system would interoperate with the various library system modules.
- d) Describe capabilities of the system to integrate with a third party supplier of a federated search solution or system or service.
 - i. Discuss how this third party system would interoperate with the various library system modules.
 - ii. Describe how the ILS will function in a consortial federated PAC search for the end user. Interoperability with other ILS or Overlay products is desired.

6.2.1 General Considerations

- a) Compatibility with all major browsers and their recent versions.
- b) Secure interface between the OPAC and patron information.

6.2.2 Customizability

- a) The system should provide the ability to locally customize the contents and display of the menu, search, and result screens. Describe the level and method of customization.

6.2.3 Ease of Use

- a) The system should provide the ability to customize, add or suppress commands, help screens, menus, and documentation at the system level for default profiles.

- b) Describe available options for visually impaired users.

6.2.4 Search Capabilities

- a) Describe the general search capabilities of the OPAC.
- b) Describe how results are returned to a user.
- c) Describe types of relevancy ranking available through the OPAC.
- d) How are different formats of the same title treated?
- e) What status and location information is available and how may it be displayed?
- f) What methods are available to limit or expand searches?
- g) What methods are available to limit or expand results?
- h) How does the system deal with a no result query?
- i) Are alternate suggestions provided?
- j) Does the OPAC suggest alternate spellings or use some other method of spell checking search queries?
- k) Describe how patrons place holds in the OPAC.
- l) How are RSS feeds utilized by the OPAC?
- m) What forms of web 2.0 collaboration are utilized by the OPAC?
- n) Describe the process by which a patron submitted review is added to a record.
- o) What other ways may users collaborate and share information with the library and other users?
- p) What search options are available for different levels of patrons' computer experience?
- q) Describe the availability and functionality of the kid's catalog.
- r) Describe how patrons are able to view and interact with their library accounts.
- s) Describe online payments functions to pay fines and other fees. Does this service function with credit cards and/or with PayPal or other payment services?
- t) What federated search functionality is available either through a third party or existing release of the product? Link resolvers?

6.3 Cataloging and Authority Control

6.3.1 General Considerations

- a) What bibliographic formats are supported by the product?
- b) Describe the steps required for the creation, editing, and deletion of bibliographic records.
- c) Describe the steps required for the creation, editing, and deletion of item records.
- d) List the reports that are available to produce collection counts and other statistical reports measuring activity for standard and customized time periods.
- e) Describe how broken internet links are addressed.

6.3.2 Record Display

- a) Describe the retrieval and display options for bibliographic records available to staff.
- b) Describe the retrieval and display options for authority records available to staff.
- c) Is there a way to suppress records from public view?

6.3.3 Authority Control

- a) Describe the product's authority control capabilities.
- b) Which subject thesauri and subject headings are supported by the product?
- c) Describe how the product provides for cross-references between and among thesauri.



- d) How are unauthorized headings dealt with by the product?

6.3.4 Location and Other Copy-Specific Information

- a) Describe how the product is used to create records for sub-libraries or library branches.
- b) How are records moved from one sub-library to another?
- c) Describe how shelf locations are designated.

6.3.5 Item/Piece Information

- a) Describe how the product supports the creation and storage of physical item/piece information related to a bibliographic entry.
- b) What process is used to replace item barcodes?

6.3.6 Import, Export, and Batch Loading

- a) Describe how the product imports a bibliographic record in real time.
- b) How are vendor supplied records imported?
- c) Describe how EDI works with your product.
- d) What methods are available for exporting bibliographic data?
- e) Describe how you accommodate batch loading records from an external system, for example OCLC.

6.4 Acquisitions

- a) The Acquisitions Module must be fully integrated with the OPAC, along with the other staff modules. Changes made from within the Acquisitions module shall be reflected throughout the database.
- b) Each order record must be automatically and dynamically linked to a bibliographic record.
- c) The system shall be capable of accepting new bibliographic information about a title at any time after order placement or when its receipt is recorded.
- d) In order to create an order record an operator shall be able to obtain a bibliographic record in several ways:
 - i. By using an existing library record via searching the library database by any library-defined access point available elsewhere in the system (including all numeric match points as well as via keyword).
 - ii. By searching a remote Vendor databases using a Web Services protocol and saving a MARC record and beginning the ordering process.
 - iii. By manually keying in the bibliographic information into a blank or template bibliographic record.
 - iv. By downloading the information from a library materials vendor, which can also include specific item order information, and invoicing data (EDI accessible vendors, such as Ingram).
 - v. Via CD-ROM based or on-line based MARC21 database resources.
 - vi. Directly from bibliographic utilities (e.g., OCLC and RLIN).
- e) Describe the data access points in the Acquisitions module.
- f) Describe the different material types, acquisition types, and order types available in the system.
- g) Describe how the system automatically checks for duplicate orders based on any indexed field. Changing fields for duplicate detection must be a local choice not requiring programmer intervention.

- h) To facilitate order entry, a large amount of data must be “defaulted” into a template so that it is unnecessary to key the same information repeatedly (e.g. if a group of orders is being sent to one vendor, then the vendor code need be keyed only once for the group). The library must have the option to establish and maintain at least 100 different default templates.
- i) The system must also allow the establishment of an indexed variable field containing the local purchase order number with which multiple title orders may associated. The library shall be able to choose whether the system checks for duplicate numbers on this variable field.
- j) The system shall permit an authorized user to allocate the cost of a single item across up to 100 funds in user defined proportions and as order records are created and saved, the system shall encumber and update all appropriate fund account files.
- k) The system shall support a “Recommend” function, which takes in and sorts requests from the OPAC, providing automatic duplicate checking of the database, giving the acquisitions staff the ability to turn the recommendation into an order, and process it with the full functionality of the Acquisitions module.
- l) Whether or not the recommendation becomes an order, the system shall allow an authorized operator to notify the patron of this decision.
- m) The system shall permit an authorized operator to place a hold against on order materials from within the Acquisitions module.
- n) At the Library’s option, the system shall support an extended approval interface, an electronic transfer into the system of book and invoice information in enhanced MARC or non-MARC format for both approval and for firm orders.
- o) This optional approval interface shall create bibliographic, order, item (optionally), and invoice information automatically.
- p) The system shall support the creation of live links from within the Acquisitions module to relevant content providers, e.g., lists of book reviews, retail trade information, book jacket illustrations, etc.
- q) These links shall be dynamically created at the time of retrieval of the specific bibliographic record, based upon a library-administered table of library-selected content providers.
- r) The system must be able to support EDIFACT electronic ordering and EDIFACT electronic invoicing. The parameters to support EDIFACT ordering must be able to be configured by librarians, rather than computer programmers.
- s) The system must support EDI invoicing for materials vendors.

6.5 Serials

- a) The Serials control subsystem must be fully integrated with the other system modules. Operations executed in the Serials Control module shall be reflected throughout the database in real time.
- b) The system shall have the ability to accommodate all types of serials.
- c) Serials Control Module must include the following capabilities:
 - i. Serials display in "Kardex," card "Line," and MARC display formats
 - ii. Checkin
 - iii. Claiming
 - iv. Routing
- d) The system must be able to accept serials check-in information using a "Kardex" like format, allowing the operator to scroll forward and backward within the card.

- e) Check-in records must accommodate alterations in the pattern of enumeration and chronology:
 - i. The system shall be able to archive old check-in information and automatically create a new check-in screen.
 - ii. The system must be able to accommodate serials that publish in regular "irregular" patterns
- f) On a title-by-title basis, the system shall allow the Library to create an item record for circulation automatically as an issue is checked in.
- g) Upon check-in the system shall automatically create and update the bibliographic record by inserting the current MARC format for holdings and locations, generating the MARC 853/863, 854/864, and 855/865 fields for issues, supplements, and indexes respectively.
- h) The check-in records must contain the following data elements:
 - i. Past and future issues.
 - ii. Arrival date(s)
 - iii. Number of copies received
 - iv. Claimed and late issues
- i) The system shall easily handle pocket parts, replacements, supplements, and other pieces related to a serial which come outside of the normal pattern of receipt.
- j) The system shall provide for abbreviated records ("scratch cards") to note unwanted titles, withdrawn titles, canceled titles, etc.
- k) The system shall provide an "advanced" editing mode to modify check-in records, MARC formats for holdings and locations, and summary displays, for the purpose of appropriate viewing in the OPAC.
- l) System shall be able to accommodate serials whose cover date spans two or more years (e.g. 1984-88, 1990/91).
- m) System must automatically adjust future "expected" dates based on receipt history of past issues.
- n) The system must support SIC1 barcode check-in of serial issues.
- o) The system must support check-in of electronic serial issues by inputting the serial-specific URL into the check-in record. Optionally, this may be done via electronic transfer from journal integrators.
- p) System shall allow for the creation and maintenance of a routing list attached to an individual copy of a serial.
- q) The system shall identify all journals eligible for claiming and produce a list of those issues.
- r) The system shall be able to identify automatically issues of a serial that are overdue (i.e., those that have not been checked in).
- s) System shall automatically calculate a "claim on date" for each title by counting a library-specified number of days from the expected date of an issue.
- t) Recognition of overdue issues shall be available, including the following situations:
 - i. Failure to receive any issues against a new order within a library specified period after the date of expected first receipt.
 - ii. Failure to receive the next issue within the expected time frame automatically determined by calculations based on publication frequency data and a library specified "grace period".
 - iii. For titles that the library receives in multiple copies, receipt of fewer than the required number of copies within a library specified time period after check-in of the first copy.

- iv. For items which do not have predictable patterns of frequency or enumeration, identification of items for which there has been no check in activity within a library specified period.
- u) The system shall be able to collocate all items flagged as having missing issues for which first claims have not been generated.
- v) As part of the claiming review process and to avoid inappropriate claiming, the system shall display the latest payment information from the Acquisitions module as well as direct access to the corresponding order/payment record for the subscription.
- w) The system shall support the ability to generate claim notices in printed form or send them electronically Using EDI X12 standards.
- x) An authorized operator shall be able to limit the display and production of claim notices by choosing a Limit by Location or Limit by Vendor button.
- y) The system shall be able to identify issues requiring second and third claims according to library determined time lags that may be defined for various types of items.
- z) The system shall be capable of taking a previously defined list of serial records and using it to create a variety of statistical reports.

6.6 Circulation

- a) Provide a brief overview of the circulation module. Describe the staff interface for viewing and manipulating patron data, circulation information, notes, and financial records. Briefly describe the major data elements that make up the module.
- b) Describe capabilities for multiple circulation policies and procedures for different branches or units within the library.
- c) Describe capabilities for multiple patron categories with different privileges and permissions.
- d) Describe the calendar system and how the module calculates loan periods, due dates, and fines.
- e) Describe staff permission levels and capabilities for overriding system functions or limits.
- f) Describe options for uploading patron data from external sources to create or update the patron file.
 - i. Describe how the online patron registration interacts with the patron database
- g) Describe how to delete or edit selected patron records by batch mode.
- h) Give a brief overview of the backup or off-line circulation function.
- i) Describe system-generated and manual blocks, including criteria for blocking, alerting staff, process for adding, removing and overriding blocks, and the effects of blocks on patron notices.
- j) Describe the hold and recall functions including placing, deleting, freezing, and displaying hold queue order.
- k) Detail capabilities for generating patron notices. Specify how notices can be customized. Specify whether notices by email, texting (SMS), and automated telephone alerts are supported, and how undelivered notices are handled by the system.
- l) Describe process for circulating material if no record exists in the catalog (e.g. Circ on the fly).
- m) Specify capability of providing circulation counts or statistics for items used in-house.
- n) Describe how items circulate without an item barcode attached.
- o) Can Patron records be loaded and/or registered without a barcode or patron id number attached?



- p) Will system show fine totals for items in circulation that are collecting fines, in addition to items that have been checked in with fines?
- q) When a hold is processed is it possible for all hold information to show on first screen, instead of requiring several clicks and screens to get all the information?

6.7 Interlibrary Loan

- a) Briefly describe Interlibrary Loan compatibility and functionality.
- b) Describe batch processing/printing functions that are similar to First Search OCLC.
- c) Borrowing Request must include patron barcode.
- d) Borrowing Request must include courier code.
- e) Describe system's function for printing mailing labels.
- f) Describe any existing interoperability with other ILL products.

6.8 Inventory Control

- a) Provide a brief overview of inventory control, including capabilities of records to support copy-level and item-level information.
- b) Describe use of barcodes in relation to item records, e.g., if the barcode can be changed while preserving the association with item data, safeguards to prevent the use of duplicate barcodes.
- c) Describe safeguards in place to prevent deletion of an item record if there is an active link to another record in the system, e.g., circulation charges, remote storage location, etc.
- d) Describe the limitations on number of copies/items that can be associated with a single bibliographic or holding record.
- e) Describe capabilities for indicating the status of items in the OPAC, including the library's ability to define conditions, the process for adding and removing statuses, and the tracking mechanisms used for item records.
- f) Describe support for global updating of item record data, including locations, loan periods, etc.

6.9 System Administration & Reports

- a) Provide an overview of the capabilities for configuring and customizing the system that can be performed without Vendor assistance.
- b) Describe staffing requirements and skill or training required to support the proposed system.
- c) Describe installation of software upgrades and frequency of new releases.
- d) Provide an overview of the system's index structure and indexing capabilities.
 - i. Specify which indexes are updated dynamically and which are updated through batch processing or job scheduling.
- e) Describe capabilities to extract data from the system, manipulate it, and reload it, or download to external sources.
- f) Describe system limitations on the number or length of records and fields.
- g) Describe mechanism used for periodic database reorganization or re-indexing, and describe any significant loss of functionality during these processes.
- h) Include documentation on recommended indexing schema and/or schema used by other public research libraries.
- i) Provide an overview of the reporting capabilities, including a list of the standard reports and/or available templates. Include a representative sample of standard reports.

- j) Describe capabilities for producing custom reports. Specify whether reports run as background server tasks or at the desktop. List any third-party software packages required or recommended for custom reports.
 - i. The custom report writer must be self-contained and available from within the application in all modules and must be able to be run by librarians in each specialty area. The report writer must not require technical expertise or a dedicated specialist and must not require DBMS expertise to use.
- k) Describe capabilities for scheduling and running on-demand standard and custom reports, and specify the impact of running reports upon system performance. Describe the audit logs for tracking transactions and for verifying the integrity of the data.
- l) Describe capabilities to control access and authorization levels for running reports.
- m) Describe capabilities for compiling standard statistical data.
 - i. The system must not require the installation of any proprietary software to view statistical reports
- n) The system must provide browser-based management reports, which record transaction information, such as patron searched in the Web OPAC, Circulation Statistics, etc. Please describe the browser-based management reports available on the system.
 - i. The browser-based reports must include collection development reports, which will compile data from acquisitions, circulation and cataloging to provide a cost per item cataloged, and cost per item circulated according to a library –defined call number table.
- o) It is strongly desired that statistical reports be exportable in formats usable by third-party spreadsheet software, e.g. Excel, for manipulation and formatting.
- p) It is strongly desired that reports can be easily emailed, transmitted, and accessed to facilitate quick communication among staff of this information if required.
- q) The system must provide a sophisticated statistics package that is part of the integrated library system application software. The statistics package must not be a third-party software program. The statistics package should allow for sophisticated queries, including budget projections into future years, and should allow the statistics reports to be scheduled at a library-determined time in the future.
- r) Custom reports should be integrated throughout the application, so that records gathered into reports can be used as input files in other application functions, such as global update or the Web OPAC.

7 Implementation

7.1 Training

- a) Please provide an overall description of the vendor’s training program.
- b) Describe the different types of training offered, including online training, on-site training, and training manuals.
- c) Describe the options available for training to take place using the library’s data and profile.
- d) Multiple training visits to the library, at an agreed-upon schedule by both parties, must be included on the purchased modules.
- e) Training should be offered when a new release or new version is distributed.
- f) Describe online help systems for both staff and public functions.
- g) Please provide a description of the System documentation included as part of the proposal.



- i. State the media and number of copies of user documentation that will be provided at time of purchase
- ii. User documentation should be updated in a timely manner with each product change or update. Describe.
- iii. All necessary documentation should be included with the product and should not be purchased separately.

7.2 Data Conversion

- a) Describe data conversion and implementation services included in this proposal. Describe Vendor and library roles and responsibilities in the data conversion process.
- b) Provide a migration and implementation plan, including timetables and whether parallel operation of the old and new system is required.
- c) Documentation should be online, keyword searchable, downloadable, and modifiable by the library.
- d) Must include information on retrieving data from current source, transforming it, and uploading within a specified time frame. Proposals must include a schedule in a number of days for conversion and implementation of system.
- e) If there are unforeseen circumstances, how will these affect cost?

8 Post-Implementation

8.1 Support & Maintenance

- a) Vendor must guarantee unlimited support for the system without additional charge for the first twelve months after implementation.
- b) Describe the vendor's support mechanism for technical questions.
- c) What are the hours (Mountain time zone) and days of vendor's live telephone support?
- d) What is the expected turnaround time for questions submitted to technical support via email?
- e) How are problem fixes or patches distributed and implemented?

8.2 Upgrades

- a) Product upgrades must be included as part of the annual maintenance fee.

8.3 Trouble Resolution

- a) Vendor must have documented trouble-reporting procedure outlining guaranteed response times and escalation procedures.
- b) Any problem remaining open for more than one business day should be addressed in writing, with expected resolution and/or delivery date explicitly outlined.
- c) Describe vendor support for emergencies, such as system failures and disaster recoveries, and associated costs.

8.4 Testing & Acceptance

- a) Post-Implementation acceptance tests will be performed following implementation.
- b) The post-implementation tests will have three components:
 - i. A review to determine that all specified features are present



- ii. A measurement of response times
- iii. A measurement of reliability over a period of 30 consecutive days following the vendor's written certification that the system is fully installed and operational.
 - 1. Representatives of the Rapid City Public Library and the vendor will check the availability and performance of each feature while the maximum number of concurrent users for which the system is licensed are active.
 - 2. The system must perform at 99.9% uptime during business hours during the first 30 days.
- c) The Rapid City Public Library reserves the right to invalidate the contract if post-implementation acceptance criteria are not met. The vendor must be prepared to return all payment made in this circumstance.

9 Appendix

9.1 Terminology and Acronyms Defined

Purchaser: Rapid City Public Library

ILS: Integrated Library System

Product: The Integrated Library System

Vendor: A respondent to the Request for Proposal, the supplier of an Integrated Library System

Module: A component of the ILS, such as cataloging, serials, or circulation.

User: Library patrons and staff members who will interact with the product.

RFP: Request for Proposal

SaaS: Software as a Service

SMS: Short Message Service, messages via cellular phone

9.2 Request for Financial Quote

Request for Financial Quote

Complete based on system requirements outlined above

Instructions: Do not deviate from this template, and supply responses in the order stated. Supply a summary page of costs below. Provide a separate, detailed quote with line items and attach. Include any third-party software which is necessary and include detailed breakdowns and explanatory comments as appropriate.

System Summary

- a) One-time setup fee based on one of the following options:
 - i. Turnkey system, including hardware and databases to be hosted at Rapid City Public Library
 - ii. Software as a Service (SaaS) with databases to be hosted by vendor
- b) Annual fee:
- c) Training:
- d) Other Costs (Please specify):



- e) Payment plan: Vendors are requested to comment on the following payment plan for one-time setup costs:
- i. Downpayment by Purchaser at system implementation (estimated July 2010)
 - ii. Quarterly payments will be made by Purchaser in January, April, July, and October 2011 for remainder of one-time setup costs.

Financial quotes must be received by the Rapid City Public Library by 5:00 pm MT on October 26, 2009.