INSTRUCTIONS TO PROPOSERS
CITY OF LINCOLN, NEBRASKA
PURCHASING DIVISION

1. PROPOSAL PROCEDURE

1.1 All responses to electronic RFP's will be completed as outlined in this document and the specifications using a two step process.
    A) Proposers shall respond electronically to all attributes and addendums as required.
    B) All written responses and information shall be mailed or delivered to the office of the Purchasing Division as outlined in the specifications.

1.2 Proposer shall submit complete sets of the RFP documents and all supporting material as indicated in the specifications. Any interlineation, alteration or erasure on the specification document shall be initialed by the proposer. Proposer shall not change the proposal form nor make additional stipulations on the specification document. Any amplified or qualifying information shall be on the proposer's letterhead and firmly attached to the response/offer document.

1.3 Proposed prices shall be submitted on company letterhead with the proposal if the specifications indicate that price will be evaluated as part of the award criteria.

1.4 Failure to complete the electronic and written portions of the RFP may cause the proposal to be rejected.

1.5 Response by a firm / organization other than a corporation must include the name and address of each member.

1.6 A response by a corporation must be signed in the name of such corporation by a duly authorized official thereof.

1.7 Any person signing a response for a firm, corporation, or other organization must show evidence of his authority so to bind such firm, corporation, or organization.

1.8 Proposals received after the time and date established for receiving offers will be rejected.

2. EQUAL OPPORTUNITY

2.1 Each proposer agrees that it shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, disability, national origin, age, or marital status. In the employment of persons, proposer shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to race, color, religion, sex, disability, national origin, age, or marital status.

3. DATA PRIVACY

3.1 Proposer agrees to abide by all applicable State and Federal laws and regulations concerning the handling and disclosure of private and confidential information concerning individuals and corporations as to inventions, copyrights, patents and patent rights.

3.2 The proposer agrees to hold the City harmless from any claims resulting from the proposer's unlawful disclosure or use of private or confidential information.

3.3 Proposer agrees to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and implementing regulations pertaining to confidentiality of heath information.
    1. If applicable to the work requested a sample "Business Associate Contract" will be included, which will be part of the contract and incorporated by this reference.

4. PROPOSER'S REPRESENTATION

4.1 Each proposer by signing and submitting an offer, represents that he/she has read and understands the proposal documents, and the offer has been made in accordance therewith.

4.2 Each offer represents the proposer is familiar with the local conditions under which the work will take place and has correlated observations with the RFP requirements

5. INDEPENDENT PRICE DETERMINATION

5.1 By signing and submitting this RFP, the proposer certifies that the prices offered have been arrived at independently, without consultation, communication or agreement, for the purpose of restricting competition, with any other proposer competitor; unless otherwise required by law, the prices which have been quoted in this offer have not been knowingly disclosed by the proposer prior to RFP opening directly or indirectly to any other competitor; no attempt has been made, or will be made, by the proposer to induce any person or firm to submit, or not to submit, a response for the purpose of restricting competition.

6. SPECIFICATION CLARIFICATION

6.1 Proposers shall promptly notify the Purchasing Agent of any ambiguity, inconsistency or error which they may discover upon examination of specification documents.

6.2 Proposers desiring clarification or interpretation of the specification documents shall make a written request which must reach the Purchasing Agent at least seven (7) calendar days prior to date and time for response receipt.

6.3 Interpretations, corrections and changes made to the specification documents will be made by electronic addenda.

6.4 Oral interpretations/changes to Specification Documents made in any other manner than written form, will not be binding on the City; proposers shall not rely upon oral interpretations.

7. ADDENDA

7.1 Addenda are instruments issued by the City prior to the date for receipt of offers which modify or interpret the specification document by addition, deletion, clarification or correction.

7.2 Changes made to the specification documents will be made by electronic addenda to all bidders via e-mail notice.

7.3 No addendum will be issued later than forty-eight (48) hours prior to the date and time for receipt of offers, except an addendum withdrawing the RFP, or addendum including postponement.

7.4 Proposers shall verify addendum receipt electronically prior to bid closing or RFP may be rejected.

8. ANTI-LOBBYING PROVISION

8.1 During the period between the advertised date and the contract award, bidders, including their agents and representatives, shall not directly discuss or promote their proposal with any member of the City Council or City Staff except in the course of City-sponsored inquiries, briefings, interviews, or presentations, unless requested by the City.

9. SITE VISITATION

9.1 Proposers shall inform themselves of the conditions under which work is to be performed, including: site of work, the structures or obstacles which may be encountered and all other relevant matters concerning work performance.

9.2 The proposer will not be allowed any extra compensation by or for any condition which he/she might fully have informed themselves of prior to submitting the offer.

10. EVALUATION AND AWARD

10.1 The signed proposal shall be considered an offer on the part of the proposer. Such offer shall be deemed accepted upon issuance by the City of purchase orders, contract award notifications, or other contract documents appropriate to the work.

10.2 No offer shall be withdrawn for a period of ninety (90) calendar days after the time/ date established for receiving offers, and each proposer agrees in submitting an offer.

10.3 **Fee envelopes MAY be opened** and evaluated as part of the criteria for ranking interested proposers.

10.4 The RFP process is designed to be a competitive negotiation platform, where price is not required to be the sole determinative factor; also the City has the flexibility to negotiate with a select firm or selected firms to arrive at a mutually agreeable relationship.

10.5 A committee will be assigned the task of reviewing the proposals received.
1. The committee may request documentation from Proposer(s) of any information provided in their proposal response, or require the Proposer to clarify or expand qualification statements.
2. The committee may also require a site visit and/or verbal interview with a Proposer or select group of Proposers to clarify and expand upon the proposal response.

10.6 The RFP will be awarded to the most responsible proposer whose proposal will be most advantageous to the City, and deemed to best serve City requirements.

10.7 The City reserves the right to accept or reject any or all offers, parts of offers; request rebids; waive irregularities and technicalities in offers; such as shall best serve the requirements and interests of the City.

11. TERMINATION/ASSIGNMENT

11.1 The City may terminate the Contract if the Contractor:
1. Refuses or fails to supply enough properly skilled workers or proper equipment to satisfactorily provide/ complete the work as requested.
2. Disregards laws, ordinances, or regulations or orders of a public authority having jurisdiction over the Contract.
3. Otherwise commits a substantial breach of any provision of the Contract Document.

11.2 *By mutual agreement both parties of the contract agreement,* upon receipt and acceptance of not less than a thirty (30) calendar days written notice, the contract may be terminated on an agreed upon date, prior to the end of the contract period, without penalty to either party.
1. Upon any such termination, the Contractor agrees to waive any claims for damages, including loss of anticipated profits, on account thereof, and as the sole right and remedy of the Contractor, the City shall pay Contractor in accordance with this section.
2. Upon such termination, the obligations of the Contract shall continue as to options of the work already performed and as to bona fide obligations the Contractor assumed prior to the date of termination.

11.3 In the event of any proceedings by or against either party, voluntary or involuntary, in bankruptcy or insolvency, or for the appointment of a receiver or trustee for the benefit of creditors, of the property of the Contractor, the City may cancel this contract or affirm the contract and hold the Contractor responsible for damages.

11.4 The contract established as a result of this RFP process shall not be transferred to/or assigned without prior written consent of the City.

12. INDEMNIFICATION

12.1 The proposer shall indemnify and hold harmless the City, its members, its officers and employees from and against all claims, damages, losses, and expenses, including, but not limited to attorney's fees arising out of or resulting from the performance of the contract, provided that any such claim, damage, los or expense is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property other than goods, materials and equipment furnished under this contract, including the loss of use resulting therefrom; is caused in whole or in part by any one of them or anyone for whose acts made by any one of them or anyone for whose acts made by any of them may be liable, regardless of whether or not it is caused by a party indemnified hereunder.

12.2 In any and all claims against the City or any of its members, officers or employees by an employee of the proposer, any subcontractor, anyone directly or indirectly employed by any of them or by anyone for whose acts made by any of them may be liable, the indemnification obligation under paragraph 9.1 shall not be limited in any way by any limitation of the amount or type of damages, compensation or benefits payable by or for the proposer or any subcontractor under worker's or workmen's compensation acts, disability benefit acts or other employee benefit acts.

13. TERMS OF PAYMENT

13.1 Unless other specification provisions state otherwise, payment in full will be made by the City within thirty (30) calendar days after all labor has been performed and all equipment or other merchandise has been delivered, and all such labor and equipment and other materials have met all contract specifications.

14. LAWS

14.1 The Laws of the State of Nebraska shall govern the rights, obligations, and remedies of the Parties under this proposal and any agreement reached as a result of this process.

15. LIVING WAGE

15.1 The bidders agree to pay all employees employed in the performance of this contract, a base wage of not less than the City Living Wage per Section 2.81 of the Lincoln Municipal Code. This wage is subject to change every July.

16. AFFIRMATIVE ACTION

16.1 The City of Lincoln-Lancaster County Purchasing Division provides equal opportunity for all bidders and encourages minority businesses and women's business enterprises to participate in our bidding process.

17. TAXES AND TAX EXEMPT CERTIFICATE

17.1 The City is generally exempt from any taxes imposed by the State or Federal Government. A Tax Exemption Certificate will be provided as applicable.

17.2 The Water Division of the City of Lincoln is taxable per Reg. 066.14A and no exemption certificate will be issued.

18. CITY AUDIT ADVISORY BOARD

18.1 All parties of any City agreement shall be subject to audit pursuant to Chapter 4.66 of the Lincoln Municipal Code and shall make available to a contract auditor, as defined therein, copies of all financial and performance related records and materials germane to the contract/purchase order, as allowed by law.

19. E-VERIFY

19.1 In accordance with Neb. Rev. Stat. 4-108 through 4-114, the contractor agrees to register with and use a federal immigration verification system, to determine the work eligibility status of new employees performing services within the state of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324 a, otherwise known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee pursuant to the Immigration Reform and Control Act of 1986. The Contractor shall not discriminate against any employee or applicant for employment to be employed in the performance of this section pursuant to the requirements of state law and 8 U.S.C.A 1324b. The contractor shall require any subcontractor to comply with the provisions of this section. For information on the E-Verify Program, go to www.uscis.gov/everify.

CONTRACT DOCUMENTS

City of Lincoln Nebraska

Bid Name
Bid No.

Contractor
Address
City, State Zip
Phone

City of Lincoln, Nebraska
Contract Agreement

THIS CONTRACT, made and entered into this _____ day of _____ 2010, by and between __**Contractor Name and Address**__ hereinafter called Contractor, and the City of Lincoln, Nebraska, a municipal corporation, hereinafter called the City.

WHEREAS, the City has caused to be prepared, in accordance with law, Specifications, Plans, and other Contract Documents for the Work herein described, and has approved and adopted said documents and has caused to be published an advertisement for and in connection with said Work, to-wit:

Bid Name and Number

and,

WHEREAS, the Contractor, in response to such advertisement, has submitted to the City, in the manner and at the time specified, a sealed Proposal/Supplier Response in accordance with the terms of said advertisement; and,

WHEREAS, the City, in the manner prescribed by law has publicly opened, read aloud, examined, and canvassed the Proposals/Supplier Responses submitted in response to such advertisement, and as a result of such canvass has determined and declared the Contractor to be the lowest responsible bidder for the said Work for the sum or sums named in the Contractor's Proposal/Supplier Response, a copy thereof being attached to and made a part of this Contract;

NOW, THEREFORE, in consideration of the sums to be paid to the Contractor and the mutual covenants herein contained, the Contractor and the City have agreed and hereby agree as follows:

1. The Contractor agrees to (a) furnish all tools, equipment, supplies, superintendence, transportation, and other accessories, services, and facilities; (b) furnish all materials, supplies, and equipment specified to be incorporated into and form a permanent part of the complete work; (c) provide and perform all necessary labor in a substantial and workmanlike manner and in accordance with the provisions of the Contract Documents; and (d) execute and complete all Work included in and covered by the City's award of this Contract to the Contractor, such award being based on the acceptance by the City of the Contractor's Proposal, or part thereof, as follows:

    (**Agreement to full proposal, --or--**
    Agreement to (list lines awarded) of Contractor's Proposal)

2. The City agrees to pay to the Contractor for the performance of the Work embraced in this Contract, the Contractor agrees to accept as full compensation therefore, the following sums and prices for all Work covered by and included in the Contract award and designated above, payment thereof to be made in the manner provided by the City:

    The City will pay for products/services, according to the Line Item pricing as listed in Contractors Proposal/Supplier Response, a copy thereof being attached to and made a part of this Contract for a total of $_____.

3. EQUAL EMPLOYMENT OPPORTUNITY: In connection with the carrying out of this project, the Contractor shall not discriminate against any employee, applicant for employment, or any other person because of race, color, religion, sex, national origin, ancestry, disability, age or marital status. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, national origin, ancestry, disability, age or marital status. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other compensation; and selection for training, including apprenticeship.

4. <u>E-VERIFY</u>: In accordance with Neb. Rev. Stat. 4-108 through 4-114, the contractor agrees to register with and use a federal immigration verification system, to determine the work eligibility status of new employees performing services within the state of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324 a, otherwise known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee pursuant to the Immigration Reform and Control Act of 1986. The Contractor shall not discriminate against any employee or applicant for employment to be employed in the performance of this section pursuant to the requirements of state law and 8 U.S.C.A 1324b. The contractor shall require any subcontractor to comply with the provisions of this section.

5. <u>Termination</u>. This Contract may be terminated by the following:
   5.1) <u>Termination for Convenience.</u> Either party may terminate this Contract upon thirty (30) days written notice to the other party for any reason without penalty.
   5.2) <u>Termination for Cause</u>. The City may terminate the Contract for cause if the Contractor:
      5.2.1) Refuses or fails to supply the proper labor, materials and equipment necessary to provide services and/or commodities.
      5.2.2) Disregards Federal, State or local laws, ordinances, regulations, resolutions or orders.
      5.2.3) Otherwise commits a substantial breach or default of any provision of the Contract Document. In the event of a substantial breach or default the City will provide the Contractor written notice of said breach or default and allow the Contractor ten (10) days from the date of the written notice to cure such breach or default. If said breach or default is not cured within ten (10) days from the date of notice, then the contract shall terminate.

6. <u>INDEPENDENT CONTRACTOR</u>: It is the express intent of the parties that this contract shall not create an employer-employee relationship. Employees of the Contractor shall not be deemed to be employees of the City and employees of the City shall not be deemed to be employees of the Contractor. The Contractor and the City shall be responsible to their respective employees for all salary and benefits. Neither the Contractor's employees nor the City's employees shall be entitled to any salary, wages, or benefits from the other party, including but not limited to overtime, vacation, retirement benefits, workers' compensation, sick leave or injury leave. Contractor shall also be responsible for maintaining workers' compensation insurance, unemployment insurance for its employees, and for payment of all federal, state, local and any other payroll taxes with respect to its employees' compensation.

7. The work included in this Contract shall begin as soon as possible from date of executed contract. The completion shall be _____ or no later than_____ (or according to the specifications or bid documents).

8. The Contract Documents comprise the Contract, and consist of the following:

   1. Instructions to Bidders
   2. Insurance Requirements
   3. Accepted Proposal
   4. Contract Agreements
   5. Specifications
   6. Addendums (if any, list numbers)
   7. Special Provisions, if applicable
   8. Sales Tax Exemption Forms 13 & 17

   These Contract Agreements, together with the other Contract Documents herein above mentioned, form this Contract, and they are as fully a part of the Contract as if hereto attached or herein repeated.

   The Contractor and the City hereby agree that all the terms and conditions of this Contract shall by these presents be binding upon themselves, and their heirs, administrators, executors, legal and personal representatives, successors, and assigns.

IN WITNESS WHEREOF, the Contractor and the City do hereby execute this contract.

EXECUTION BY THE CITY OF LINCOLN, NEBRASKA

ATTEST: CITY OF LINCOLN, NEBRASKA

_____   _____
City Clerk   Mayor or Department Name for DO

                                                                         Approved by:

                                                         Executive Order No._____

                                                         Directorial Order No._____

                                                         Dated _____

EXECUTION BY CONTRACTOR

IF A CORPORATION:

                                                         _____
ATTEST: Name of Corporation

                                                         _____
_____(SEAL)   Address
Secretary
                                                         By:_____
                                                         Duly Authorized Official

                                                         _____
                                                         Legal Title of Official

IF OTHER TYPE OF ORGANIZATION: _____
                                                         Name of Organization

                                                         _____
                                                         Type of Organization

                                                         _____
                                                         Address
                                                         By:_____
                                                         Member
                                                         By:_____
                                                         Member

IF AN INDIVIDUAL: _____
                                                         Name

                                                         _____
                                                         Address

                                                         _____
                                                         Signature

ADDENDUM NO. 1

RFP FOR INTEGRATED LIBRARY SYSTEM

SPEC. NO. 14-216

Addenda are instruments issued by the City prior to the date for receipt of offers which will modify or interpret the specification document by addition, deletion, clarification or correction. Please acknowledge receipt of this addendum in the space provided in the Attribute Section.

Be advised of the following changes and clarifications to the City's specification and bidding documents:

   Exhibit D - Summary of Cost, was inadvertently left out of the Package.

   It is now in the Attachment section.

All other terms and conditions remain unchanged.

Dated this 26th day of August, 2014.

Vince M. Mejer
Purchasing Agent

Exhibit A - Key Functional Requirements

This Exhibit must be completed and submitted with your proposal. Please provide a narrative description for all questions. Functions described in the narrative are to have been in production, at a variety of libraries, for a period of no less than six months. If functions described in the narrative are still in Beta or in testing please these must be noted. Functions still in "Testing" phase are not considered to be deliverable. The Library anticipates the vendor demonstrating any features marked as available.

1. **ACQUISITIONS FUNCTIONS**
   The Library has a centralized purchasing system and is searching for an ILS that will allow staff to automate as many processes as possible.
   Materials are ordered, invoiced, received and processed at a central location.

   1.1   What sets your acquisitions module apart from the other ILS vendors?

   1.2   Does the ILS have the ability to order, confirm, cancel, receive and invoice electronically using enhanced EDI protocol?

   1.3   Can the ILS retain the ISBN downloaded from an electronic vendor list into the purchase order rather than pulling in a different ISBN from an existing MARC record when it finds a match on the system?

   1.4   Describe how purchase requests or selection lists are created. Can titles be easilymoved from these lists to a purchase order?

   1.5   Can the ILS automatically update associated information (e.g. order status, fund accounting, item circulation status) when ordering, invoicing, receiving, cancelling material?

   1.6   Describe how your ILS creates, adjusts and closes both budgets and funds.

   1.7   Can the ILS load file of MARC records with order information in the 970 (or other appropriate tag) containing order information that will populate the purchase order line?

   1.8   Does the ILS allow the creation and application of distribution grids (quantity, location and fund) to purchase order lines as needed?

   1.9   Describe the process of cancelling single titles, partial order, or complete order. Are funds automatically updated during these actions?

   1.10   Is the ability to choose to receive and invoice a separate process? Or can it be done as one process (both manually and electronically?

   1.11   Does the ILS provide support for an unlimited number of budget codes? If not, how many budget codes are supported?

2.   ADMINISTRATIVE FUNCTIONS
The Library's system administration team performs much of the database management and quality control. The team is looking for an ILS that provides automated processes for data cleanup and a flexible database structure. Please respond, in narrative form, to each item.

2.1   Ability to purge data such as items, copies, bibliographic records efficiently. Can bibliographic records allow the option to purge even with outstanding holds? Can item records allow the option to purge even if the last copy has fines associated with it or is lost?

2.2   Does the ILS allow batch changes of bibliographic, patron and item records within the client?

2.3   Does the ILS allow the re-purposing or adding additional columns to database tables? Re- purposed columns are to be viewable in client as determined by Library. Does the ILS provide additional "free" columns that the Library may use at a later date?

2.4   Does the ILS have both browse and keyword indexes? Can additional, searchable indexes be created by the Library?

2.5   Can different ILS access levels for staff groups be created? Describe how system administrators can create groups of staff that are:

   2.5.1   Prevented from taking payments or waiving fines
   2.5.2   Prevented from deleting items, bibliographic or patron records
   2.5.3   Prevented from changing all or portions of an item record
   2.5.4   Prevented from viewing budget information

2.6   Does the ILS have debugging software, provided by the vendor, to display what internal code is running during troubleshooting?

2.7   Does your ILS allow for staff to set, edit and export all parameters, standardized codes and settings included in the system?

3   CATALOGING FUNCTIONS
Cataloging is performed at a single location for the Library. The Library adds approximately 100,000 items per year. Please respond, in narrative form, to each item.

3.1   What sets your Cataloging module apart from the other ILS vendors?

3.2   Describe how "macros" work in the ILS?

3.3   Does the ILS allow searching by subject browse where limits, such as location or collection, can be applied?

3.4   How does the ILS support RDA, FRBR and/or other cataloging standards?

3.5   How does the ILS support and display valid/invalid MARC tags, indicators and subfields?

3.6   Can staff create bibliographic work forms/templates?

3.7   Describe how the ILS checks and updates URLS in the MARC 856 field.

3.8   Describe how the ILS allows reporting of deletions to OCLC.

3.9   How does the ILS provide the ability to create groups of bibliographic, item or copy records for batch updating?

3.10   Does the ILS provide the ability to import/export bibliographic files in real time without any limitations in file size or number of users importing simultaneously?

3.11   Describe how to use and create importing/exporting profiles for bibs & authority records using different criteria, e.g. match points, overlay records, create item.

3.12   Describe how the ILS handles authority record cross references, global updates, blind authorities and merging.

3.13   The Library uses various types of printers, both tractor feed and laser, as well as various label stocks. Describe how labels are printed and which label printers are compatible.

3.14   Does the ILS allow staff to move from bib record to copy record to item record easily without having to exit one record to open the other?

3.15   Does the ILS allow the hiding/masking of authority, bib and/or item records from public view?

3.16   Describe how bibliographic records and items are overlaid upon import.

3.17   Describe the process of creating bibliographic records and authority records manually, duplicating bibliographic records, and merging records?

3.18   Describe the batch creation of items assigned to one bibliographic record.

3.19   Does the ILS allow batch editing item records assigned to more than one bibliographic record?

3.20   Does the ILS allow staff to transfer items from one bibliographic record to another?

3.21   Explain how one would do a batch delete or add of materials.

3.22   Explain how circulation and financial data, such as holds and fines, is retained when items are deleted?

3.23   Does the ILS support Z39.50 searching?

3.24   Describe how bibliographic records are created and edited.

3.25   Does your ILS index in real time?

4. **CIRCULATION FUNCTIONS**

Staff uses Koha to check out, check in, resolve fines, place holds and manage borrower accounts. Having a circulation module which is flexible and intuitive is a priority. Please respond, in narrative form, to each item.

4.1   What sets your Circulation module apart from the other ILS vendors?

4.2   Does the ILS provide phone, email and text messaging notification options for patrons? Can the Library set these notifications by both patron selection and type of notification being sent?

4.3   Describe how the ILS determines which branches fill which requests (holds).

4.4   Does the ILS provide a variety of loan periods based on media and patron types? Describe how the ILS would:
        4.4.1. Limit a limited use borrower to checking out only two items.
        4.4.2. Limit a borrower to check out only 10 DVDs.

4.5   Does the ILS have the ability to float collections of items based on location,collection, and item type?

4.6   Does the ILS have the ability to check for duplicate patron records? Can the ILS check for duplicate records based on a combination of fields? If so which fields?

4.7   Does the ILS have the ability to set limits on number of items checked out based on item type? E.g. Patrons may check out a total of 150 items, but no more than 10 of those may be DVDs.

4.8   Descibe how the ILS blocks patron accounts if a pre-determined fine threshold is met.

4.9   Describe how patron accounts can be grouped into a family account.
        4.9.1 Family accounts are linked accounts that allow the primary account, or all accounts, control of settings and access to account information.
        4.9.2 If there are family accounts available can these accounts:
              4.9.2.1   Allow family members to check out requests for each other?
              4.9.2.2   See and renew all items out to the family account via the OPAC?
              4.9.2.3   Allow the option to block accounts if a pre-determined fine threshold is met?

4.10   Does the ILS have the ability to change an item's status to any other statuses? Describe which statuses cannot be changed unless the item is checked in.

4.11   Does the ILS have an offline circulation system?

4.12   Does the ILS allow staff to search all fields of patron record – name, address, phone, e-mail, birthdate, etc.

4.13   Describe the ability to retain a historical record of all completed financial transactions against a patron record) including fines, notices and billing information for a locally selected period of time.

5. **OPAC/PUBLIC INTERFACE**

The Library's current public interface isn't meeting Library patrons' needs or expectations. As the primary tool patrons use to manage their account, locate materials and place items on hold, it is vital that the Library have an up-to-date, attractive, intuitive OPAC. Please respond, in narrative form, to each item.

5.1   What sets your OPAC/public interface apart from the other ILS vendors?

5.2   Does your public interface provide faceted searching to allow users to narrow their results?
      5.2.1   What kinds of facets are available?
      5.2.2   Can the Library customize or create the facets?

5.3   When searching for items library patrons and staff use a variety of search limits.
      5.3.1   Does the ILS have search limits and, if so, what sorts of search limits are available?
      5.3.2   Can you combine limits? Are the limits retained throughout the search session?

5.4   Does the OPAC use the same search indexes as the back-end ILS system?
      5.4.1   Which MARC tags are searchable?
      5.4.2   Describe how the system architecture supports these indexes.

5.5   Does your interface allow patrons to make online payments on their accounts?

5.6   Describe how the public interface can be integrated with the website.
      5.6.1   Can features such as booklists or rotators be embedded in the Library's web site with automatic updates?
      5.6.2   Is this functionality available for other web services, such as Facebook Pages and Profiles?

5.7   How customizable is the public interface?
      5.7.1   Can the interface be customized so the "look and feel" are closely aligned with the Library's web site (web banners, headers, footers, color palette, etc.)?

5.8   Describe how your system integrates e-resources (e-books, e-audiobooks, and databases)into the interface.
      5.8.1   Are patrons re-directed to the e-resource vendors' web sites for downloads?
      5.8.2   Or can they download items directly from the public interface?

5.9   Does your interface allow patrons to change their own account information?
      5.9.1   If so, what information can be changed?
      5.9.2   Can patrons see other related patron account information, e.g. can a mother login and see not only her checked out items, but also her daughter's?

5.10   Does the public interface have an easy-to-understand, item-specific reserves system, e.g. can patrons place holds on and receive season 1, then season 2, then season 3 of a DVD set, in order?

5.11   Does your ILS support relevancy ranking, fuzzy logic and sorting searches by author, title, publication date, etc.

5.12   Does your ILS allow staff and patrons to create and save lists?

5.13   Describe how your ILS displays titles in series.

5.14   Does the ILS support patron interaction with social media?

5.15   Does the ILS allow for patrons to choose their language preference?

6.   REPORTING FUNCTIONS
The Library relies heavily on statistical information for collection maintenance and management decisions concerning staffing levels and financial information.
6.1   It is expected that the ILS will be capable of providing detailed reports that can be run at any time.
6.2   Please respond, in narrative form, to each item.

   6.2.1   What sets your reporting functions apart from the other ILS vendors?

   6.2.2   Describe how reporting data is stored, what are the data formats types and in what structure it is stored?

   6.2.3   Does the ILS allow utilities and/or reports to run concurrently without time delays or degrading system performance?

   6.2.4   Does the ILS have the ability to provide statistics at item level, bibliographic level, call number range, patron type, patron status, and zip code?

   6.2.5   Describe the predefined (canned) reports available in the ILS.

   6.2.6   Does the ILS allow reports to be scheduled to run automatically on a specified date or after a specified period of time?
   6.2.7   Describe the process for staff to create their own reports based on multiple data points.
      6.2.7.1   Does this process require any specialized knowledge, such as SQL?

7.   SERIALS /MAGAZINES FUNCTIONS
7.1   Serials are checked in locally at each location by staff that may only check in their branch's serials.
7.2   Technical Services staff may check in any branch's serials.
7.3   Please respond in narrative form to each item.

   7.3.1   What sets your Serials module apart from the other ILS vendors?

   7.3.2   Does the ILS have the ability to check in serial items with the option of branch-specific check-in or the ability to check-in for multiple branches at one location?

   7.3 .3   Does the ILS use an online interface with serials vendors, such as Rivistas, for claiming, downloading invoices, downloading automatic receiving information etc.?

   7.3.4   Describe how the ILS purges copy history when deleting.

7.3.5 Describe the ability of the ILS to perform global changes to copy records.

7.3.6 Does the ILS allow cancellation of a single copy of a title subscription where multiple copies are being received?
    7.3.6.1 Can the Library do this without disabling the ability to continue receipt of remaining subscriptions?

7.3.7 Does the ILS allow duplication of copy records attached to a single bibliographic record??

7.3.8 Describe how to create a prediction pattern and a chronology pattern.

7.3.9 How does the ILS allow for testing and reviewing of prediction patterns?

7.3.10 Describe the serials check in procedure.
    7.3.10.1 Does it allow the option of creating or not creating an item record?
    7.3.10.2 Does it allow for the partial receipt of multiple copies?

7.3.11 Describe how staff may correct accidental receipt of an issue to return the issue to an "expected" status.
    7.3.11.1 Are items automatically deleted when this occurs?

7.3.12 Describe the deletion process for issues.
    7.3.12.1 Does the ILS simultaneously delete corresponding issues and automatically delete links?

8. SYSTEM FUNCTIONS

8.1 What sets your technology apart from that of other ILS vendors?

8.2 Describe any APIs available to customers.
    8.2.1 Does the API have the ability to retrieve data from an open API to search the catalog, hook into third party discovery layers, etc.
    8.2.2 Detail the information that can be accessed by the APIs such as:

        8.2.2.1 Placing, updating, deleting, changing customer holds
        8.2.2.2 Updating customer records (editing address, name, phone, email, etc.)
        8.2.2.3 Retrieving catalog details on an item (marc elements)
        8.2.2.4 Get item status (where it is in the system, how many, etc.)
        8.2.2.5 What language and protocols are used for accessing your API?

8.3 Does the ILS have the capability to create a testing environment that replicates all licensed modules, including the discovery layer and SIP2?

8.4 Describe the fields currently available in the ILS's SIP2. If the ILS does not use SIP2 please describe the fields available in a comparable service, such as web services.

8.5 Does the ILS, and public interface, allow for real time changes to data?
    8.5.1 What data can be changed real time, what data is not able to be changed real time?

9. MOBILE ACCESS

The Library's web site and ILS must be available to patrons "on the go" using mobile devices at any time, from any Web-accessible location.

9.1   If the proposed system includes a mobile solution, describe access to search the catalog, place holds, access account information and provide other Web content.

9.2   Does the proposed solution provide a professional HTML5 version of the catalog for use by mobile browsers?

9.3   What functions does the proposed mobile solution support?

9.4   Is there a cost to the customer?

9.5   Can patrons make online payments to their accounts via credit cards using smart phones or other mobile devices?

Exhibit B - Proposer System Specifications and Requirements

1.   Provide an overview of the ILS architecture.

2.   Specify the release of the ILS included in this proposal.

3.   Describe system performance characteristics.
      3.1 Include response time (as defined by the time elapsed from a keystroke that
           activates a system function and the instant when the first character of resulting data
           appears on the screen, excluding such things as banners, headers, or intermediate
           messages) during peak and normal conditions.

4.   Describe mechanisms to protect against unintentional loss of data and system programs
      to provide for full data and system program recovery.

5.   Specify any software needed for staff or public clients to communicate with the ILS.

6.   Describe distribution of ILS upgrades and enhancements, including the frequency of
      patches and required revisions.

7.   Specify the maximum concurrent staff and public clients supported under typical and
      maximum load.

8.   Describe minimum and optimum PC workstation requirements for public and staff ILS
      users.

9.   Describe staff capabilities to personalize and customize the workstation interface.

Exhibit C - Third Party Integration Requirements

1.   The Library depends upon several third-party products.

2.   Any system bid must either integratewith the Library's current third-party products or provide services native to the ILS that are comparable to these third party solutions.

3.   It is possible that the library would replace a third-party product currently utilized with features or modules native to the proposed system.

4.   Below is a list of products integrated with the current Koha ILS.
        4.1   Identify all third-party products with whom the Proposer has a business partnership to resell.
        4.2   Describe how the proposed system interacts with each third-party product and service listed.
        4.3   Identify any potential issues with the proposed system and the current third party product that should be known

5.   If the proposed system offers a comparable function or module, provide a detailed description of the function or module, its comparability and its operational advantages over the current third party product.

6.   The Library does not currently have, but wishes to add an online payment solution for patron accounts, so please also include any third-party that the ILS would integrate with in order to provide that solution.

7.   The Library may, at its option, contact third-party vendors to discover differences of functions between the Koha ILS and the proposed system.

THIRD-PARTY INTEGRATION

1. Software: Telemessaging III
   Vendor: Talking Tech International Inc.
   Description: Telemessaging is a telephone notification system for library notices which also allows patrons to renew items, check on holds and review their accounts.

2. Software: Debt Collection
   Vendor: Unique Management
   Description: Debt Collection sends patron fines/fees (over a specified amount) electronically to a debt collection service (Unique Management).

3. Software: PC Reservation and Print Payment
   Vendor: Envisionware
   Description: Software authenticates patron library card information and allows patrons to reserve public computers.

4. Software: E-resources (e-books, e-audiobooks, etc.)
   Vendor: Overdrive
   Description: Patrons are authenticated via SIP2 which allows them to download e-resources such as e-books and e-audiobooks .

5. Software: Remote Patron Authentication (RPA)
   Vendor: EZPRoxy
   Description: RPA authenticates patron information in order for them to access restricted resources.

6. Software: SelfCheck SelfPay Fines and Fees
   Vendor: 3M
   Description: Credit card payments on patron accounts via 3M self-checks are processed through ICVERIFY.

Lincoln City Libraries
Specifications
Integrated Library System RFP

Table Of Contents

DEFINITIONS

API	Application Program Interface
EDI	Electronic Data Interchange
FRBR	Functional Requirements for Bibliographic Records
ILS	Integrated Library System
ISBN	International Standard Book Number
MARC	Machine-Readable Cataloging Record
OCLC	Online Computer Library Center, Inc.
OPAC	Online Public Access Catalog
PTFS	Progressive Technology Federal Systems
RDA	Resource Description and Access
SIP2	Standard Interchange Protocol 2.0
URL	Uniform Resource Locator

1. <u>INTRODUCTION</u>

1.1 Lincoln City Libraries ("Library") is soliciting competitive proposals from qualified firms ("Proposer") for a proven existing Integrated Library Management System (hereinafter referred to as "ILS") software and implementation services.

1.2 The system requirements will be outlined hereafter and the service required will include, but not be limited to, initial data conversion, set-up and customization, user licensing, software training services, third party integration and an annual software maintenance and update agreement.

1.3 The system will be used to provide service to more than 200,000 registered patrons and supports an annual circulation of more than 3 million items.

1.4 The system will also be used to maintain and manage all transaction data, authenticate public computer access, manage fulfillment of holds, provide or integrate with a payment system for online and in- house fine and fee payments, handle electronic orders, receipt and cataloging for purchase of 100,000+ new items annually, and hold the majority of all library-related statistical information.

1.5 The successful Proposer must be able to demonstrate in their proposal an ILS that will continue to meet the needs of library users and provide library services in the face of ever- increasing demand and sophistication of the library patrons, including but not limited to:

    1.5.1 Ensure continued operation of library services

    1.5.2. Ensure mission-critical software is supported and maintained

    1.5.3 Ensure continued innovation, development and enhancement of the software

    1.5.4 Ensure ongoing ILS compatibility with newer operating systems and database versions as they become available

    1.5.5 Improve integration with third party software applications

    1.5.6 Provide data rich Application Programming Interfaces (APIs) that integrate with third party products.

    1.5.7 Provide integration with online payment system

    1.5.8 Increase library user satisfaction with online catalog and account management

    1.5.9. Provide more relevant search results from the online catalog

    1.5.10 Provide improved online patron account management

    1.5.11 Provide improved management of requests (holds) by patrons

    1.5.12 Provide integration with library-purchased e-resources (e-books, e-audiobooks, and databases) for one-click access

    1.5.13 Decrease and/or balance staff workload by improving workflows and processes

    1.5.14 Improved process when adding new materials to libraries

    1.5.15 Decrease staff time when working with library user data

    1.5.16 Re-balance workload of hold requests between eight libraries and one bookmobile by using a more granular decision matrix

1.6 The Library is NOT seeking the development of a customized software program/system, but instead is soliciting qualified firms who can provide license(s) and associated services and support for an existing, proven and fully operational ILS.

1.7 The awarded Proposer will provide, implement and support a modern ILS.

1.8 Lincoln City Libraries is a multi-branch library system and seeks the installation of the above mentioned software for access by eight libraries and one bookmobile.

1.9 The Proposer must demonstrate prior successful installations for other multi-branch public library systems similar in size and activity levels to those of the Library.

1.10 The Proposer must provide references from four U.S. public libraries meeting as many of the following criteria as possible:

1.10.1 over three million annual circulations

1.10.2 over one million annual online public access catalog (OPAC) searches through a customized Web interface

1.10.3 at least eight branches with concurrent use

1.10.4 a database of at least 100,000 MARC records

1.10.5 a database of at least 200,000 patron records

1.10.6 experience migrating data from the Koha ILS

1.11 The selected ILS must support the continued growth of the Library system, assume 24/7 availability to patrons and staff through the Web, integrate with current third-party products, and support the following essential functions:

1.12 Acquisitions (electronic ordering, receiving and invoicing through library jobbers)

1.13 Cataloging (electronic batch record loading, outsourced and in-house cataloging, copy records,spine label production, and book plate production)

1.14 Circulation (lending, holds management, borrower database management, patron notification, fee payments, and statistical reports)

1.15 Holds/requests management (copy specific and any copy holds, streamlined holds labeling and routing, patron self-management of hold requests queue)

1.16 Collection management including inventory, and collection analysis

1.17 Homebound patron services (reading history, special borrowing privileges)

1.18 Serials (check-in at branches, deletion, prediction patterns)

1.19 Web-based OPAC/public interface (including faceted searching, search limits, e-resource integration, patron account management, support for mobile devices, support for online payments).

1.20 Reporting (canned reports for all modules, ad hoc reports)

1.21 The selected Proposer will be required to assist the Library with the initial set up of the system including a data conversion from the existing systems, testing and migration of existing third party products and customizations to meet the Library's needs.

1.22 The Proposer will also be required to provide training for users and ongoing customer support and product updates.

2. MINIMUM QUALIFICATIONS AND SYSTEM REQUIREMENTS

2.1 In order for proposals to be considered compliant by the Library the proposed system must meet the following minimum qualifications and system requirements, which are higher than the Library's current transaction levels.

2.2 The system must have the proven ability to serve a population of 300,000 registered patrons and support a circulation of 4 million items.

2.3 The system must have the proven ability to manage 1 million holds per year.

2.4 The system must support electronic ordering, receiving and cataloging of more than 100,000 items purchased each year where the underlying system budget is composed of multiple funds.

2.5 The preference is that the ILS be hosted by the proposer, but the Library is open to other configurations if they would be beneficial to the Library.

2.6 The Library is currently using the Koha integrated library system (ILS) hosted by PTFS/LibLime.

2.7 The proposed system must be configurable to accommodate the following current database sizes and transaction loads, as well as accommodate future growth in these areas.

Bibliographic Records	269,744
Items (copies, volumes)	830,000 volumes
Patron Records	220,000 records
Annual Circulation	3.3 million
Orders placed annually	100,000 orders
Serial subscriptions	751

3. PROJECTED SCHEDULE FOR THE RFP PROCESS AND IMPLEMENTATION
3.1 The Library reserves the right to modify the following schedule at their discretion:

Activity	Date
RFP Issued	Wednesday, August 20, 2014
Proposal Due Date	Wednesday, September 24, 2014 at 12:00 p.m.
PM Committee Meeting	Tuesday, October 7, 2014
Proposer Demonstrations	October to November
Delivery of Evaluation/Test System	No later than January, 2015
Setup, training and testing	January to March, 2015
Cutover from Koha	No later than April 1, 2015

4. TECHNOLOGY BACKGROUND
4.1 Lincoln City Libraries currently uses the Koha ILS hosted by PTFS/LibLime.
4.2 Lincoln City Libraries is currently a member of the Nebraska Pioneer Consortium. Pioneer is a consortium of Nebraska libraries utilizing the Koha ILS from PTFS/LibLime as their union catalog.
4.3 If a suitable ILS replacement is found, Lincoln City Libraries will withdraw from the Pioneer consortium, and Lincoln City Libraries data will be migrated from Koha. Data belonging to other member libraries will not be migrated.
4.4 The Koha ILS includes circulation, acquisitions, serials, reporting and cataloging functions.
4.5 Internet access to the Library's website (lincolnlibraries.org) provides access to the online catalog, subscription databases, e-content providers and related websites.

5. SCOPE OF WORK
5.1 The Library anticipates that the successful ILS will replace the Koha ILS with all of its corresponding modules, as well as integrate with the Library's third party products (or provide services native to the ILS that are comparable to these third party solutions).
5.2 A web accessible staff interface is to be used for the approximately 120 staff workstations at eight library locations and one bookmobile.
    5.2.1 It is anticipated that the OPAC will be available at the public library locations as well as available 24/7 to library patrons searching the Web catalog from home.

5.2.2 It is anticipated that the future OPAC will provide advanced searching capabilities, such as faceted browsing, a user-friendly interface,Integration with third party e-content and payment providers and greater ability for patrons to manage their requests and personal profiles.

6. <u>KEY FUNCTIONAL REQUIREMENTS</u>
6.1 Provide standard ILS functionality (Circulation, Serials, Acquisitions, Cataloging, Home Bound and OPAC).
6.2 Modernize the OPAC with faceted searching, e-resource integration that allow patrons to download and access resources without leaving the web interface and other Web-conventions.
6.3 Provide application programming interfaces (API's) to read and modify patron, bibliographic and item information and status.
6.4 Support SIP2, allowing the ability to read and modify patron information, fines, fees, items out, and item information and status for third-party applications.
6.5 Be capable of generating patron notification of holds, pre-overdue items, overdue items, and bills, in multiple formats, including text message and email.
6.6 Have a granular hold request management matrix to balance workload throughout the system.
6.7 Allow patrons to manage their own personal data, reading history, hold request lists, and make purchase suggestions through an OPAC Web interface.
6.8 Provide online payment functions or integrate with a third-party who provides online payment functions.

7. <u>OTHER REQUIREMENTS</u>
7.1 Please provide responses for each Key Functional Requirement question in Exhibit A.
7.2 Products and services which are not specifically requested in this RFP, but which are necessary to provide the functional capabilities proposed by the Proposer, shall be included in the proposal.
7.3 The Library needs to understand the technical architecture specifications and infrastructure requirements for the system proposed.
   7.3.1 Please provide a response for each question outlined in Exhibit B - Proposer System Specification and Requirements.
7.4 The Library depends on a large number of third-party products that are critical to the day-to-day functioning of the library.
   7.4.1 Any proposed ILS system must either integrate with the Library's existing third-party products or provide services native to the ILS that are comparable to these third party solutions.
7.5 The Library in its sole discretion will determine the comparability of any alternative proposed solutions.
7.6 The Library is open to replacing a currently utilized third-party product with features or modules native to a new ILS.
   7.6.1 The Library will determine the comparability of any proposed solutions.
7.7 Proposers are encouraged to provide any suggestions and solutions that may achieve a more cost-effective and value-for-money approach to fulfilling the requirements of this RFP.
7.8 Exhibit C is a complete list of the third-party products integrated with the Library's current ILS.
   7.8.1 For each third-party product listed, please provide a response to the following:
7.9 Please describe how the proposed system interacts with each product and service listed.

7.10 Describe any potential issues with the proposed system and the current third-party system.

7.11 Provide a public library client and contact information where this third-party product has been integrated the proposed system.

7.12 Identify all third-party products with whom you have a business partnership to resell.

7.13 If the proposed ILS offers comparable functions, provide a detailed description of the function/product, its comparability and its operational advantages over the current third-party product.

8. PROJECT MANAGEMENT

8.1 The Library desires to complete the RFP and contract process, configure, test, train, implement, migrate date and go-live on a new ILS system by April 2015 at the latest.

8.2 If after reading this RFP, the proposer feels that the Library is at significant risk with its preferred implementation schedule, we would welcome an alternative project timeline proposal for this phased-implementation.

8.3 The Library in its sole determination will determine if any alternative proposed timelines are responsive to the RFP.

9. PROJECT MANAGEMENT AND TIME-LINE

9.1 The vendor is responsible for providing management of their own resources in order to meet the project goals and time schedule.

9.2 The Library will be responsible for providing project management of its resources and will ensure the availability of sufficient staff and resources to meet the goals and time schedule agreed to after award of contract.

9.3 The Library desires a proposer that can supply key implementation staffing with the following qualifications: a strong public library knowledge base and can bring valuable, practical experience, both functional as well as technical to the implementation effort; clearly understands the needs of the Library; can provide innovative solutions in applying the functional capabilities of an ILS application and the proposed solutions; is highly qualified and experienced in the technologies and tool underlying this solution; can provide comprehensive and complete technical and functional training; appreciates the Library's need to implement the selected ILS as efficiently and successfully as possible to limit patron disruption and exercise strict financial controls on this project, with specific emphasis on the implementation time line.

10. IMPLEMENTATION

10.1 After award of the contract, the proposer will develop a Project Work Plan for implementing the system and migrating the current system data.

10.2 At a minimum, the following areas will be addressed:

10.2.1 Provide a "best case" implementation schedule, to include final start date from award of contract.

10.2.2 Document all requirements, Library responsibilities and specifications for migration and implementation.

10.2.3 Identify process of training system users and the resources available to the Library.

11. DATA CONVERSION

11.1 Based on the proposer's experience with migrating data from the Koha system, Identify any areas where data migrated will need to be modified, truncated, reformulated, or lost as it migrates to the proposer's system.

11.2 The Project Work Plan will specify data scrubbing and data conversion deadlines.

12. TRAINING

12.1 The Library expects to use the "train the trainer" model for initial training for the proposed system.

12.2 A training database will be provided for all modules and will contain at least 50,000 patron records, 25,000 bibliographic records with items and sufficient acquisitions and cataloging records to support training.

12.3 Data for this database will come from a cut of the library's current production database.

12.4 The successful proposer is expected to create and execute a plan to provide on-site training for these trainers.

    12.4.1 Currently the Library has approximately 106 FTEs that will need to be trained, using this model.

12.5 Staff is to be trained in various aspects of the software in order to perform their job functions including system administration and end user assistance.

    12.5.1 The initial training costs will include daily training rates, travel, hotel and expenses.

    12.5.2 The proposer will provide an initial training plan to ensure that this requirement is satisfied.

    12.5.3 Training documentation, recordings of training sessions, and related materials will be provided to the Library for reference, as well as to enable the Library to conduct future staff training.

    12.5.4 Such training documentation, recordings of training sessions, and related materials can be customized, photocopied or reproduced by the Library for its own internal use.

    12.5.5 Details should include self-help training materials, either paper-based or electronic, that are available as introductory or follow-up training tools.

13. TESTING REQUIREMENTS

13.1 A testing environment for all modules of the ILS and OPAC using a cut of data from the Library's current ILS.

13.2 Guidance and assistance in developing a test plan to insure that all the requirements are met and fully operational at go-live.

13.3 Guidance and assistance in developing test strategies, plans, and test plan to ensure that each module is ready for production and full operation at go-live.

14. SYSTEM ACCEPTANCE

14.1 The minimum completion criteria for the implementation of the proposed ILS will be as follows:

14.2 An initial test period begins on installation, configuration and setup of all modules and discovery layer/OPAC commences no later than 60 days after an agreement is signed.

14.3 Third party products, if owned by the Library, must be configured to interact with the new system to deliver currently operating functions.

15. INSTALLATION SHALL BE DEFINED AS:

15.1 Equipment, if any, is configured with the required operating system and other related software;

15.2 Application software and database are installed on designated server(s) and/or personal computer(s) and;

15.3 Pre-implementation training, if any, is completed.

15.4 Configuration and setup shall be defined as:

    15.4.1 Building and applying all the system parameters that are necessary for the successful operation of either/or software and equipment.

15.4.2 Profiling of data and other elements required for successful data conversion and subsequent operation of the system.

15.5 System interfaces, connections to third party products, and the discovery layer/OPAC will be implemented and tested during the initial test period.

15.6 Migration testing and loading of all legacy data must be completed and validated against data extracts during the initial test period.

15.7 Functional testing will be satisfactorily completed for all modules, discovery layer/OPAC and third-party products during the initial test period.

15.8 Final acceptance of the system will occur no sooner than 90 days after go-live.

15.8.1 During the acceptance test period, the Library shall determine whether the system meets functional specifications in this RFP.

15.9 The Library will provide a formal written response to the Proposer for any discovered issues with the system found during the configuration, evaluation and testing period and/or the final acceptance test period of 90 days after the go-live date.

15.10 If the Library fails to give the Proposer a written deficiency statement within 90 days after the go-live date, specifying how the equipment or software fails to meet the specifications, any equipment and software shall be deemed accepted.

15.11 If the equipment or software does not meet specifications at the end of the 90-day final acceptance test period, the Library may elect to terminate this agreement. Upon any such termination, the Library will return all equipment and software to the vendor.

15.12 The vendor will restore any data to the original system and refund all monies previously paid by Library to the vendor.

15.13 Neither party shall then have any further liability to the other for the products that were the subject of the acceptance test.

16. PRICING/COSTS/FEES

16.1 All proposals shall include a breakdown of the costs for the software, installation and set-up, and annual service fee.

16.2 The software and accompanying licenses in quantity as per scope of work will be purchased at a fixed price.

16.3 Total product and services costs must be submitted, taking into account the number and type of licenses required to accommodate the users described in the Scope of Work section.

16.4 Itemize license structure and proposed fees.

16.4.1 Provide enterprise license costs, if available.

16.5 Pricing for implementation, training and any other professional services must include travel and per diem charges.

16.6 All respondents must submit pricing per Exhibit D.

16.6.1 Details provided to clarify the summary of costs or any attachments is excluded from the proposal length limit.

16.7 A software warranty period of one year following final acceptance of the system is assumed during which time there is no annual maintenance charge.

16.8 Following the software warranty period, annual maintenance fees for technical support for the proposed System for subsequent years should be proposed for:

16.8.1 24 hour/7 days per week call-back coverage for toll-free telephone and technical support to resolve critical functional outages or down system;

16.8.2 8 am to 8 pm Monday-Thursday and 8 am to 6 pm Friday (Central Time zone) for toll-free telephone and technical support of non-critical functional outages;

16.8.3 Software releases/upgrades that deliver bug fixes or functional improvements to pre-existing software;

16.8.4 Installation of software releases/upgrades during closed hours.

16.9 Proposer may also offer, as an option, discounts or prepayment of annual maintenance fees as a lump sum for any contract period.

16.10 Pricing must be all inclusive and shall be firm fixed pricing for each contract term. Charges for third party licenses, per diem, travel or any other charge of any type must be included in the pricing summary.

      16.9.1 The preceding two sentences cannot be over- emphasized.

16.11 The Library requires zero surprise costs revealed beyond what is stated in response to this RFP.

16.12 The Library reserves the right to refuse to score proposals out of compliance with this requirement.

16.13 The pricing summary must appear in the spreadsheet format found in Exhibit D.

16.14 More detail will be appreciated and separate sheets that contain pricing details will not be counted in the 100-page RFP response length limit.

17. EVALUATION SCORING

17.1 Proposals will be evaluated, scored, and ranked by a Selection Committee.

17.2 The top finalists will be invited for an interview and demonstration.

17.3 The purpose of the interview/demonstration is clarification and verification of the written proposal.

17.4 The Library anticipates a one-day demonstration by each finalist.

17.5 The demonstrations shall use Library-provided scenarios to validate system functional requirements, workflow and other characteristics of the proposed system as outlined in the RFP.

      17.5.1 The focus will be on the outcomes of the provided scenarios and how they are achieved rather than trying to re-create current workflow processes.

17.6 The Selection Committee may re-score the proposal after the interview/demonstration and reference checks, but may not re-score pricing/costs/fees unless the Committee requests a best and final offer.

17.7 A recommendation will then be presented to the proper signing authority for consideration and approval.

18. SCORING CRITERIA

18.1 50% Key Functional and System Requirements.

      18.1.1 The demonstrated ability of the proposed system to provide for the Library's needs as outlined in the RFP.

      18.1.2 The response should include the following information:

            18.1.2.1 Completion of the functional requirement questions in Exhibit A.

            18.1.2.2 Description of how system operates and will perform the functions described in the Scope of Work above and in Exhibit B.

            18.1.2.3 Description and references for successful integration of third-party products and verification with third-party vendors listed in Exhibit C.

            18.1.2.4 Description of project schedule for installation, implementation and go-live

            18.1.2.5 Description of implementation services

            18.1.2.6 Description of training services

            18.1.2.7 Description of service level agreement options, e.g. the plans available to the Library for technical support and maintenance of all components.

18.2 20% Proposed Pricing/Costs/Fees.

      18.2.1 The proposal must include a total "not-to-exceed" four years cost to the Library of the proposed system and all services required by the RFP.

      18.2.2 The breakdown of all proposed costs as requested should be clear, concise and conform to the "Summary of Costs" in Exhibit D.

18.3 10% Third-Party Product Integration.
  18.3.1 The demonstrated ability to either integrate with the Library's current third party products or provide software native to the ILS that are comparable to these third party solutions.
  18.3.2 Provide details regarding each third-party product described in Exhibit C.
  18.3.3 The Library may, at its option, contact third-party vendors to discover differences of functions between the Koha ILS and the proposed system.
    18.3.3.1 Identify all third party products with whom the Proposer has a business partnership to resell.
    18.3.3.2 Describe how the proposed system interacts with each third-party product and service listed.
    18.3.3.3 Provide contact information for a public library client where this third party product has been integrated with the proposed system.
    18.3.3.4 Identify any potential issues with the proposed system and the current third party product that should be known.
    18.3.3.5 If the proposed system offers a comparable function or module, provide a detailed description of the function or module, its comparability and its operational advantages over the current third-party product.
18.4 10% Relevant Experience.
  18.4.1 Provide details regarding experience with providing ILS systems and support to other public libraries that are similar in size and complexity to the Library, including having over three million annual circulations; over one million annual OPAC searches; over 200 concurrent users, both in-library and remote; and at least 8 branches.
  18.4.2 Provide four references, preferably from North America though international libraries are acceptable, which include contact information from public library customers who are currently using the same version of the proposed ILS system and meet the criteria above.
  18.4.3 The Library may contact any or all of your clients for a reference.
18.5 10% Proposer's Qualifications.
  18.5.1 Provide a brief description of your firm, including the number of years in business, the scope and nature of projects with public libraries and the proposed ILS and any other names of the firm.
  18.5.2 Identify the type of business (corporation, partnership, sole proprietor, etc.) under which your firm operates, date business started, and license number to do business in the State of Nebraska.
  18.5.3 Identify the number of library customers and the number of public library customers using the proposed ILS.
  18.5.4 List any litigation within the last three years and any pending or active litigation to which Proposer is or was a party and the oputcome.

19. <u>PROPOSAL SUBMISSION</u>

    19.1   Proposals must be to the City of Lincoln's Purchasing Office no later than Wednesday, September 24, 2014, by 12:00pm.

    19.2   No exceptions to this deadline will be given.

    19.3   Please provide six (6) paper copies and 1 USB Drive (PDF format) of your proposal in an envelope clearly marked on the exterior as containing "Proposal for Integrated Library System City of Lincoln to:

                Purchasing Department
                Attn: Vince Mejer
                440 S. 8th Street, Suite 200
                Lincoln, NE 68508

    19.4   **Proposers must also complete and submit the electronic portion** (Attributes and Line Item sections) of this proposal on the E-bid system.

    19.5   Electronic submittal must be submitted before the closing date and time of this RFP.

Exhibit D – Summary of Costs

Quote unit prices, maintenance rates, delivery charge, installation charge, and training costs for all components of the system on the summary form provided below. You may attach supplemental information to this summary.

All prices, quotes, or proposals are to remain firm for at least ONE-HUNDRED-TWENTY (120) days after the opening date for proposals.

Summary of Costs for _____ **(Vendor Name)**

Component	Initial/ Implementation Year 1	Year 2	Year 3	Year 4	Year 5
ILS Database licensing					
Hosting services					
ILS Software licensing (per module if applicable)					
SIP/SIP2/NCIP					
API licensing, if any					
Phone, email, text messaging notification					
ILS Client (staff use) software licensing					
Other third party licensing required for ILS					
ILS OPAC					
Z39.50 client/server					
ILS Web Discovery Platform (if not included with ILS OPAC)					
eCommerce					

Component	Initial/ Implementation Year 1	Year 2	Year 3	Year 4	Year 5
Data migration services					
Delivery and Installation					
Training					
Travel & Per Diem					
Optional functionality/ modules/mobile interfaces/ apps					
First Year Cost					
Five-Year Cost of Ownership					
(OPTIONAL) Cost for replacement of third party product(s) with ILS native function or module					