SEALED BID

RESOURCE SHARING SYSTEM AND INTEGRATED LIBRARY SYSTEM

REQUEST FOR PROPOSAL

FOR

VERMONT DEPARTMENT OF LIBRARIES

Expected RFP Schedule Summary:

DATE POSTED	February 2, 2016
QUESTIONS DUE	February 17, 2016 4:30 PM EST
PROPOSALS DUE	March 4, 2016 3:00 PM EST
REQUEST FOR DEMONSTRATIONS	March 28, 2016
FINALIST DEMONSTRATIONS	April 11 - 15, 2016 (days & times TBD)
SELECTION NOTIFICATION	April 20, 2016

LOCATION OF BID OPENING: 10 Baldwin Street, Montpelier

PLEASE BE ADVISED THAT ALL NOTIFICATIONS, RELEASES, AND AMENDMENTS ASSOCIATED WITH THIS RFP WILL BE POSTED AT:

http://bgs.vermont.gov/purchasing/bids

THE STATE WILL MAKE NO ATTEMPT TO CONTACT VENDORS WITH UPDATED INFORMATION.   IT IS THE RESPONSIBILITY OF EACH VENDOR TO PERIODICALLY CHECK

http://bgs.vermont.gov/purchasing/bids **FOR ANY AND ALL NOTIFICATIONS, RELEASES AND AMENDMENTS ASSOCIATED WITH THE RFP.**

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1   Overview and General Information

1.1   Overview

The Office of Purchasing & Contracting on behalf of the Vermont Department of Libraries is soliciting from qualified vendors competitive sealed, fixed price Proposals for a

- Resource Sharing System that will provide cost-effective access to and interlibrary loan functions for all Vermont libraries.
- Library Management System for the Vermont Department of Libraries' collections.
- A multi-type library shared Library Management System.

In the event that one or more suitable offers are made in response to this Request for Proposal (RFP), the Department of Libraries may enter into a contract(s) for the Vendor(s) to perform one or more aspects of the proposed work. This RFP provides details on what is required to submit a Proposal in response to this RFP, how the Department of Libraries will evaluate the Proposals, and what will be required of the Vendor(s) in performing the work.

The State makes no guarantee that any contract will be awarded as a result of this RFP.

This is a Request for Competitive Sealed Proposals (RFP) to select the vendor(s) who can perform services described in this RFP.

1.2   Structure and Scope of RFP

Proposals are sought for: (1) resource sharing software that will enable interlibrary loan (ILL) services between all Vermont public, academic, school, and special libraries; (2) library management software for the Department of Libraries' collections; and (3) library management software with the capabilities to serve as a shared Integrated Library System (ILS) for the collections of multi-type libraries across the state, including the Department of Libraries collections.

For the purposes of this RFP, "library management" software shall be a term inter-changeable with what is traditionally recognized as "integrated library" software; and "resource sharing" software shall be a term inter-changeable with "interlibrary loan management and delivery" software. The term "solution" shall be a term inter-changeable with "system(s)" or "system software" and refers to the Vendor's product(s) which shall provide the services outlined in this RFP. This RFP is for systems that will be managed by the State of Vermont Department of Libraries. "State" shall be a term inter-changeable with "Department of Libraries," "Department," and "VTLIB."

Proposals may offer solutions for one or more of the following: (1) a statewide resource sharing system, (2) library management software for the Department of Libraries' collections, or (3) a shared library management system the Department of Libraries' collections and the collections of multi-type libraries across the state, or any combination of a resource sharing system with shared library management software.

Pricing for the Resource Sharing System should be presented for the system itself, and also, if appropriate, separate pricing for a Resource Sharing System as part of a package that also includes a shared library management system. Separate cost proposals should be provided for the ILS to manage the Department of Libraries' collections and for a shared Library Management System which is not bundled with the Resource Sharing System, and which would include the Department of Libraries. The costs for the shared

Library Management System should include a cost proposal for the addition of libraries over time to the shared system.

Product demonstrations will be required.

1.3   Objective of RFP

To acquire a vendor-hosted system(s) that will facilitate statewide resource sharing for multi-type libraries in Vermont and software to perform integrated library system functions for the Vermont Department of Libraries or for a multi-type shared ILS that would include the Department of Libraries' collections along with those of selected Vermont libraries. The ideal solution(s) will offer a system that is highly configurable while requiring minimal customization.

1.4   Department Background and Philosophy

The Department of Libraries has, as part of its statutory obligation, responsibility for promoting and supporting resource sharing between and among libraries of all kinds in Vermont. The ultimate goal of the VTLIB's Resource Sharing System is to provide Vermont citizens the greatest access to materials and resources owned by and housed in public, school, academic, and special library collections located in Vermont.

The Department is seeking solutions that meet the needs of multi-type libraries, including mostly small and rural public libraries, and which meet project goals set within a challenging economic and budget climate.

1.5   Current Business Environment

The current Resource Sharing System operated by the Vermont Department of Libraries (VTLIB) is known as the Vermont Automated Library System (VALS). The VALS resource sharing network is made up of more than 300 public, 150 K12 school, 25 academic and 6 special libraries that share access to their collections for interlibrary loan. Participating libraries send and process interlibrary loan requests via VALS, and though the name implies that VALS is a single library automation system, it is a single system only in the sense that VTLIB's own integrated library system (ILS) acts as the gateway for Z39.50 connections to individual library catalogs. The VALS system connects with libraries that are using some 30 different types of automation systems (ILS products), and also includes union databases of the holdings of non-automated and non-Z39.50-capable automation systems in the state's smallest libraries.

The VTLIB ILS currently consists of three separate instances of SirsiDynix Symphony. These instances of the ILS manage: (1) holdings of the VTLIB collections that circulate to state government, libraries, and the public, (2) a union catalog of school library holdings containing bibliographic data only, and (3) a union catalog of public library holdings containing bibliographic data only.

A search using the VTLIB online union catalog presents results from VTLIB holdings and the union catalogs as well as results from all of the systems to which it connects via Z39.50. The online catalog provides participating libraries with online forms for sending interlibrary loan (ILL) requests via email directly to a library which owns the requested item. These online ILL forms are pre-populated with relevant data from MARC records from the queried ILS database and patron information from the VTLIB ILS, so that the requesting library needs only to fill in a few data fields before electronically submitting the form. Once

this ILL request form is submitted, all communication between libraries related to the ILL request is carried out via email.

Libraries in the VALS resource sharing network process over 50,000 requests annually and have collections totaling upwards of 12 million items. VALS needs to be replaced with a system that is capable of: (1) supporting peer-to-peer borrowing/lending between Vermont libraries, and (2) making items housed in library collections across the state easily discoverable to libraries and to the general public via a resource sharing system that integrates and tracks the ILL process from the moment a request is made until the time when the requested item is once again returned to and received by the owning library.

The Department of Libraries' ILS needs to be replaced with a robust ILS that has a user-centered designed public interface. This ILS must support the management of the Vermont Department of Libraries' collections, and may be part of a larger shared ILS that also manages the collections of select multi-type libraries across the state.

The VALS resource sharing network currently includes the following types and numbers of libraries:

Public libraries	183
School libraries	168
Academic libraries	25
Special libraries	6
Total	382

The following table lists Integrated Library Systems currently used by Vermont public, school, and academic libraries. This list is not 100% complete and accurate, but does represent the range of systems currently in use.

ILS	# of libraries	# of databases
VOKAL Koha consortium	60	1
Catamount Koha consortium	12	1
LibraryWorld standalone	45	45
Koha standalone	8	8
Destiny (district)*	18	7
Destiny standalone	100	100
Millennium	1	1
OCLC WMS	2	2
OPALS	16	16
SirsiDynix Symphony standalone	2	2
SirsiDynix Symphony shared system	1	5
TLC	3	3
Voyager	2	2
Misc. standalone*	48	45

Non-automated	29	29
Total	347	268

*These miscellaneous stand-alone systems include one or more libraries using Alexandria, Athena, Mandarin, Resourcemate, Sagebrush Spectrum and Infocenter, or Surpass.

The current VALS Resource Sharing System connects and simultaneously searches 27 of these databases. A full list of the current Z39.50 targets is presented in Appendix A.

2 Scope of Work

2.1 General Functional and Technical Requirements

This section presents requirements for the (1) statewide Resource Sharing System, (2) the Library Management System for the Department of Libraries' collections, and (3) a shared library ILS. Vendors should present a response to requirements listed in this section regardless of which components of the systems they are including in their Proposal, and should include comments that are system-specific, as needed.

2.1.1 Hosted System Requirements

Describe the hosting environment and the ability of your solution(s) to conform to these requirements:

Vendor shall agree to terms acceptable to the State of Vermont regarding the confidentiality and security of library data. These terms may vary depending on the nature of the data to be stored by the Vendor. When applicable, the State will require compliance with the Vermont Library Patron Records Act, 22 VSA § 171 et. seq. See: Attachment E: Confidentiality of Library Records.

Vendor shall agree to host the system(s) within the continental United States of America.

Vendor shall agree to terms acceptable to the State regarding system backup, disaster recovery planning and access to library data.

Selected Vendor(s) shall be required to agree to disclose the hosting provider; the hosting provider shall be acceptable to the State for purposes of the data to be stored. The Vendor shall not change the hosting provider without the prior written consent of the State.

Selected Vendor shall be required to guarantee the service-level terms of any hosting provider.

Selected Vendor shall agree to apply service-level credits for the failure to meet service-level terms.

2.1.2 Vendor Support and Training

Vendors should respond in a narrative format to each item as numbered below.

A. Describe any proactive monitoring of the system(s) by your organization, and any actionable communications to the State that would result from this monitoring. For example, would you warn the State if certain system limits are being reached, such as record counts or processing availability? How would you alert the State in the event of planned and unplanned downtime?

B. Describe your customer support venues (e.g., web, phone, email), periods of coverage, and expected response times.

C. Describe your customer support model. For example, would you accept support requests from any VTLIB staff member, from any library participating in the resource sharing system, or included in a shared library management system, or only from designated representatives? Would you provide a primary contact(s) for the VTLIB account, or would you provide support by geographic region, or by area of specialty (e.g., circulation, cataloging)?

D. Describe any customer "community" activities you sponsor or support, such as online or in-person venues or email lists that enable customers to share ideas and solutions. Please include information about annual conferences and regional interest groups (particularly in the Northeast).

E. Describe the product enhancement process, and the role that customers play in determining and prioritizing new features and enhancements. Describe any changes or updates you have made to your product(s) in the past year as a direct result of customer feedback.

F. Describe the frequency and scope of both major and minor releases. For how long do you typically support a major platform release after it has been superseded by a new version?

G. Please describe in detail the options for Vendor-supplied training for VTLIB system administrators. Include a proposed training schedule, training topics, and options for participation (e.g., in-person, webinars, one-on-one, on demand) that you would provide for VTLIB system administrators.

H. Please describe in detail options for Vendor-supplied training for other VTLIB employees and for the staff of resource sharing partner institutions. Include a proposed training schedule, training topics and options for participation (e.g., in-person, webinars, one-on-one, on demand) that you would provide.

I. Please confirm that the system(s) shall include a training database to be used for in-person or self-paced training by VTLIB employees. This system should represent a smaller, representative sample of the overall system, to be hosted by the Vendor (or its designated provider).

2.1.3   Software Licensing
Vendors should respond in a narrative format to each item numbered below.

J. If your solution(s) includes licensed software, supply a list software licensing requirements and anticipated volume and provide copies of actual license agreements.

K. Describe any licensing options available and the advantages of those various options.

L. Provide a list of all licenses that would be required and a copy of any actual licensing agreement(s).

2.1.4   Non-Functional Requirements (NFRs) See Attachment I
NFRs have been developed to help both the State and prospective service providers understand the required system qualities, e.g., system attributes - security, reliability, maintainability, scalability, and usability needed for all state IT projects costing more than $100,000 and/or involving state date security. These non-functional requirements help both parties understand how an IT implementation project will be implemented. State and Federal standards are cited allowing the service provider access to details around the environment that will be used to deliver the technology systems.

Vendors should respond to each item in Attachment I – DoLib_NFR_v10_1

- The "Requirement Fulfilled" field should be filled with Y/N, Y indicating Yes, N indicating No.
- The "Notes" field should be with notes about the NFR if any are required.
- The "Evidence" field should be filled with evidence about the requirement being met by the proposed solution.

3   Statewide Resource Sharing System
This section refers to the resource sharing software that will enable interlibrary loan (ILL) services between all Vermont public, academic, school, and special libraries.

3.1   Resource Sharing System: General System Capabilities and Expected Outcomes
Vendors proposing a resource sharing solution should be aware of the following expected outcomes of a statewide resource sharing solution for Vermont libraries:

A. The proposed system will provide a cost-effective solution that meets the needs of a statewide system serving mostly small and rural public libraries, with competitive pricing for system implementation and on-going maintenance made affordable for the State of Vermont in a challenging budget environment.
B. The proposed system will provide statewide resource sharing solution capable of accommodating interlibrary loan between all Vermont public, school, academic, and special libraries and which can provide access for all libraries, regardless of local ILS, underlying technologies, or staff technical expertise.
C. The proposed system will accommodate no less than 500 simultaneous users.
D. The proposed system will provide all users (library staff and general public) with access to a statewide union catalog for multi-type libraries with capability for unified searching of all Vermont library holdings regardless of the source of the individual library data.
E. The proposed system will have the ability to link from a local catalog search (carrying the same search strategy) to results in the greater resource sharing system.
F. The proposed system will have configurable options at the local library and library group levels to accommodate user interlibrary loan requests, including patron-placed holds/requests that do not require library staff mediation.
G. The proposed system will have the ability for library staff and patrons to easily track the interlibrary loan process (at the individual library level and at the consortial level) from the moment a request is made either by library user or library staff until the time when the requested item is once again returned to and received by the owning library.
H. The proposed system will handle all communication about requests internally without the need for the use of external email communication between and among libraries, except as an option to notify patrons of requests that are available for pickup.

3.2   Resource Sharing System: Vendor References

A. Vendor will have at least two (2) customers of its proposed system(s) with databases that include at least 500,000 bibliographic records. Please list two or more customers which meet these standards, providing names and full contact information.
B. Vendor will provide five (5) customer references (with contact name and email, institution, address, and phone number), of which at least two (2) are statewide, province-wide, or large regional or consortial library resource sharing systems. The references will also include at least one system which serves a multi-type resource sharing group that includes public, school (K12), academic, and special libraries.

3.3   Resource Sharing System: Capabilities for Integration of Data from Multiple Library Automation Systems
Vendors should respond in a narrative format to each item as numbered below.

A. Describe the system's capabilities to provide real-time access to the holdings of the various ILS systems listed in the table presented in Section 1.5, as well as the systems identified in the footnote to the table.
B. Describe the methods for integrating data from ILS systems for which the proposed solution cannot provide real-time access to holdings as well as the requirements for updating that data.

C. Provide a detailed description of the workflow and resource requirements for transferring data from ILS systems that cannot be accessed in real-time, including but not limited to any scripting required, data transfer capabilities required, and impacts on the availability or uptime of the systems involved.

D. Describe the system's capabilities to scale to at least twice the number of the approximately 400 libraries currently participating in the VALS resource sharing system

E. Describe the capability of the system to offer equal functionality for interlibrary loan requests that are mediated by staff and those that are initiated directly by the general public.

F. Provide details about the union catalog envisioned for Vermont resource sharing partner libraries. Would your system use a virtual or physical union catalog, or a combination of both? What is the reasoning behind this proposed union catalog environment?

G. Describe the flexibility of the system to enable interlibrary resource sharing of holdings using searching/scoping based on: library type, ILS consortium, school system, ILS type (vendor), or geographic region of the state.

3.4 Resource Sharing System: User Experience
Vendors should respond in a narrative format to each item as numbered below.

A. Describe the configurable options at the local library and library group levels to present users with options to place the request themselves or to communicate with their local library to have the request created on their behalf by library staff.

B. Describe any methods by which libraries can provide links from a local catalog search (carrying the same search strategy) to results in the greater resource sharing system.

C. Describe the capability of the system to accommodate both patron-initiated and staff-mediated requests and how that capability can be configured for individual libraries and groups of libraries.

D. Provide an overview of a patron's interaction with the resource sharing system, showing the process from the initial discovery to the fulfillment of a request.

E. Provide an overview of a staff-mediated interaction with the resource sharing system, showing the process from the initial discovery to the fulfillment of a request.

F. Provide an overview of the staff interactions with the resource sharing system to fulfill incoming requests, including the preparation of items for transfer to a requesting library. Also include any options to decline or pass along the request and the system's subsequent processing of that request.

G. Describe the means by which both library staff and patrons are able to easily track the interlibrary loan process (at the individual library level and the consortial level) from the moment a request is made either by library user or library staff until the time when the requested item is once again returned to and received by the owning library.

H. Describe the capabilities of the system to accommodate a variety of ILL delivery systems, including the U.S. mail and a courier delivery system (which is currently in a pilot stage and which does not reach all local libraries.)

3.5 Resource Sharing System: Software/Database Capabilities
Vendors should respond in a narrative format to each item as numbered below.

A. Describe your system's ongoing de-duplication process for bibliographic records submitted by libraries across the resource sharing system. Provide copies of de-duplication procedures with examples.

B. Does your solution allow member libraries to make changes to their holdings with real-time, automatic updates, or by other means? Please describe these options for making changes to holdings.

C. Describe how the system/database supports the US MARC format at both the summary and detail levels. (Must include the Extended Character Set [diacritics] and the ALA character set.)
D. Describe how software is able to support all current and future nationally accepted cataloging standards, including AACR2, RDA, ISBD, and MARC 21 Format for Bibliographic Data.
E. Describe ongoing authority control solutions and procedures.
F. Describe system options for libraries to add brief (on-the-fly) bibliographic records when full cataloging records are not immediately available.
G. Describe methods available to remove bibliographic records and holdings, individually or collectively (i.e., removal of an entire library's collection).
H. Describe methods available for authentication and IP verification.
I. Can your system accommodate use of the 856 tag in MARC records to provide patron access to World Wide Web resources? If so, please confirm.
J. Please confirm that your solution has the capability for individual libraries to suspend request placement (e.g., when a library is closed for summer or renovations) and describe how that suspension of requests is accomplished.
K. Describe what information your system maintains about borrowing institutions.
L. Is communication between libraries regarding the status of requests conducted completely within the staff interface? Describe any requirements for external communication through email.
M. Does your solution provide access to OCLC, ILLiad, or other ILL subsystems? Does your solution utilize all functions of those subsystems? Does it support electronic information interchange with those subsystems? Please provide brief explanations along with your answers.
N. Does the system trigger purchase alerts for monographic titles that are requested more frequently than given thresholds? If yes, briefly describe the mechanism.
O. Can the system automatically produce USPS, UPS, or other routine shipping labels for transfer of material? If so, please provide a sample label.
P. Can the proposed system accommodate special arrangements between libraries, such as reciprocal borrowing agreements? Please describe.
Q. Does the system support a lending chain and automatic request forwarding? Please describe.
R. Provide a list of standard web browsers, including version number, compatible with your proposed resource sharing system.

3.6   Resource Sharing System: Administration, Management and Reports
Vendors should respond in a narrative format to each item as numbered below.

A. Describe the processes and procedures you have in place for individual library profiling and describe the responsibilities that the State and individual libraries would assume along with estimated time commitments to create profiles for individual libraries.
B. Describe routine administrative processes and procedures that the State and individual libraries would be required to perform with estimated time commitments for this work.
C. List/describe all activity reports that the system can generate. Show examples.
D. Indicate how reports are available by location/scope, from global reports down to participant library level.
E. Indicate compatibility with Google Analytics or other forms of statistical report systems (please identify) for gathering usage data.

F. Describe reports showing the total number of bibliographic records and items in the database. Can these reports be limited by library and library unit (e.g. school district, regional grouping of libraries, library consortia)?

G. List reports available on the number of additions, deletions, and changes to the catalog? Can these reports be limited to transactions by individual library? Can they be limited by day, week, month, year, and date cataloged? What bibliographic, authority, and holdings information is included in reports?

H. Can the system produce reports which list "last copies" of titles deleted?

I. Describe the capabilities of the system reports to support coordination of collection development among libraries.

3.7   Resource Sharing System: Performance
Vendors should respond in a narrative format to each item as numbered below.

A. Indicate the proposed system's anticipated and guaranteed uptime. Please provide guarantees in detail, including any penalties imposed should these measures not be met.

B. In what way (if any) does the operation of generating reports adversely impact performance of live system operations?

C. Provide examples of how your solution maximizes system uptime, and cite customer examples.

D. Describe any routine downtime for backup, maintenance, upgrades, and system management during periods of normal availability.

4   Library Management System for the Department of Libraries' Collections

Vendors proposing an ILS solution should provide responses that describe in detail how their proposed solution can achieve the desired capabilities presented in sections 4.1 through 4.10 and should also complete the related checklists in Appendix B.

4.1   Library Management System: General Capabilities and Expected Outcomes
Vendors proposing a Library Management System for the Department of Libraries' collections should be aware of the following expected outcomes:

A. The Library Management System (ILS) will include functionalities that effectively serve the needs of the Vermont Department of Libraries for the management of its own collections.

B. The Library Management System will be configured to manage Department of Libraries' collections housed at two physical locations.

C. The proposed solution will provide a system that can accommodate diverse collections with multiple locations and classification systems.

D. Staff can readily configure reports that parse collections by a variety of factors, including call number, date of acquisition, and other frequently used functions.

E. Label printing is simple.

F. Users are pleased with a well-designed, intuitive interface that is easily searchable, produces meaningful and accurate search results, and generates a minimum of problems.

G. Record acquisition is smooth and target catalogs are accessed with a minimum of effort.

H. Importing is clear and unambiguous for both bibliographic and authority records.

I. Patron and circulation data must be maintained in conformance with the Vermont Library Patron Records Act, 22 VSA § 171 et. seq. See: Attachment E: Confidentiality of Library Records.

J. Notices are easy to generate and deliver.

K. Downtime is minimal, and advance warning of system outages are received whenever possible.

4.2   Library Management System: Vendor References

A. Vendor will have at least two (2) customers of its proposed system(s) with databases that include at least 500,000 bibliographic records. Please list two or more customers, with names and full contact information.

4.3   Library Management System: Standards

Vendors should respond in a narrative format to each item as numbered below.

A. Describe the level of compliance with World Wide Web Consortium (W3C) Guidelines, with particular attention to Priority 1 Guidelines. Also identify and provide justification for any areas of non-compliance.
B. Describe how the system software accommodates the following protocols: Z39.50, HTTP, HTTPS, and TCP/IP.
C. Provide a general functional description of the Z39.50 host service module.
D. Describe how the software supports the following Interlibrary Loan Standards: NISO (NCIP, Z39.50), SIP, and Open Systems Interconnections Protocol standards.
E. Describe how the following languages are supported: HTML, HTML5, CSS, XML, and SQL.
F. Describe Application Programming Interfaces (APIs) which enable usage of external user identification data.
G. Describe how the MARC (MARC 21 and US MARC), Dublin Core, Online Information Exchange (ONIX), and Encoded Archival Description (EAD) bibliographic formats are supported.
H. Describe all other bibliographic/metadata schemas supported by the system and list known schemas that are not supported.
I. Describe how the software handles Unicode character sets for search and record display purposes.
J. Describe anticipated downtime for maintenance, upgrades, and system management during periods of normal availability.

4.4   Library Management System: Components and Services

Indicate which of the components listed below are included in the proposed solution.

A. Discovery and retrieval platform that can integrate monographic, owned, licensed, print, and digital content
B. Cataloging and description
C. Identity management that includes the ability to interface with authentication/authorization systems
D. Circulation
E. Acquisitions
F. Serials Control
G. Reports

4.5   Library Management System: Migration

Vendors should respond in a narrative format to each item as numbered below.

A. Describe the type of migration services offered, including data services, configuration, and policy planning.
B. Describe project management methodology and processes for migration services, including the description of the role of the migration project manager, the level of support for data extraction from current systems, consultation on policy configuration, and support for review and testing of migrated data.

C. Describe in detail the migration of bibliographic and item data, including the process of data verification and roles of (1) the Vendor, and (2) the State.

D. Describe all data types that can be migrated, including but not limited to patron, item history, current circulation status, and holds data.

E. Provide a typical project schedule for migration of data from another vendor's library management system from the time of contract signing to the go-live of the system.

F. Describe your experience in data migration from a SirsiDynix (Symphony) ILS. Provide details about the types of data you have migrated from a SirsiDynix ILS (e.g., bibliographic, patron, circulation, acquisitions, serials).

4.6   Library Management System: Integration

Vendors should respond in a narrative format to each item as numbered below.

A. Describe the integration your solution provides with respect to related services, such as resource sharing (ILL), link resolution, and proxy services.

B. Describe in detail the proposed system's capabilities for exchanging data and interacting with document retrieval and resource sharing systems, such as ILLiad, OCLC, Autographics, Innovative, and Relais.

C. Describe the solution's support for the Library Linked Data model, including the Resource Description Framework (RDF) and RDFa. For example, does the solution possess the ability to expose, as linked data, authority-controlled names and subjects in a shared management system?

D. Provide information about 3rd party products such as self-checkout, RFID, automated check-in, etc. with which your solution has been successfully implemented.

4.7   Library Management System: User Experience

Vendors should respond in a narrative format to each item as numbered below.

The public interface should be an intuitive interface for users to find items or access resources.

A. How does the interface present options for narrowing or broadening a search?

B. Is the public interface compatible with all major browsers, including current versions of Internet Explorer, Firefox, Chrome, Safari, and Opera?

C. Can the public interface incorporate content enhancement services such as book cover display, reviews, recommendation of similar titles, etc.? Please provide a list of services with which the public interface can be configured.

D. Does the public interface provide any user customization or personalization? If so, please describe.

E. Are users able to easily access and use "Help" at various points within the interface, and do these help functions allow for configuration by the library that is easily maintained? Please describe.

4.8   Library Management System: Cataloging and Bibliographic Maintenance

Vendors should respond in a narrative format to each item as numbered below.

A. Upon installation, is the proposed system operational for both print and electronic resources and does it integrate workflows for electronic and print in an organized and efficient manner?

B. Show how the proposed system provides robust capability to ensure data accuracy, integrity, and validity.

C. Does the proposed system allow for flexibility in dealing with a variety of vendor systems and purchasing systems within one integrated workflow? Please describe.

D. Does the proposed system support configuration of staff work interface according to individual preferences and can configuration be easily maintained during upgrades? Please describe.
E. Does the proposed system provide all standard format types with the ability to adapt the default formats according to the Department's needs? Please describe.
F. Describe how the proposed system supports current - and will support future - bibliographic description protocols and frameworks.
G. Describe how the proposed system provides a comprehensive reporting structure to export data out of the system at no cost and into formats that are usable outside of the ILS.

4.9 Library Management System: Circulation
Vendors should respond in a narrative format to each item as numbered below.

A. Describe how the proposed system provides seamless and intuitive access to the bibliographic and patron databases without disrupting circulation transactions.
B. Describe how the proposed system provides tools for information and notification delivery to staff and patrons in both electronic and printed form.
C. Describe how the proposed system provides seamless and rapid communication during circulation transactions and can be optimized so that staff are not required to adjust workflow to accommodate the system's capability for processing and displaying transaction activity.
D. Describe how the proposed system is capable of integrating at a transaction level with sharing platforms outside the ILS, particularly resource sharing systems and discovery platforms.
E. Describe how the proposed system provides capabilities for offline circulation that allow for easy transition to offline and reconciliation of data once the system of is back online.

4.10 Library Management System: Acquisitions
Vendors should respond in a narrative format to each item as numbered below.

A. Describe in detail the migration of Acquisitions data, including the process of data verification and roles of the Vendor versus the State.
B. Describe how the proposed system provides robust electronic data interchange (EDI) with major print and multimedia vendors and an intuitive and configurable acquisitions workflow.
C. Describe how the proposed system accommodates ordering, receipt, and tracking of bibliographic and non-bibliographic materials.

4.11 Library Management System: Serials Control
Vendors should respond in a narrative format to each item as numbered below.

A. Describe in detail the migration of Serials Control data, including the process of data verification and roles of the Vendor versus the State.
B. Describe how the proposed system allows for the record-keeping, tracking, and maintenance of individual pieces.
C. Describe how the proposed system accommodates all bibliographic levels, carriers, and publication patterns.
D. Describe how the proposed system allows for flexibility in how each piece can be recorded and maintained depending on material type and how it uses automated functions to facilitate serials processes.
E. Describe how the proposed system supports and updates MARC 21 holdings records.

5   Shared Library Management System

Vendors offering solutions for a shared library management system should provide responses that describe in detail how their proposed solution can achieve the desired capabilities presented in section 5.1 through 5.12 and should complete the related Checklist in Appendix C.

5.1   Library Management System: General Capabilities and Expected Outcomes

Vendors proposing a Shared Library Management System for Vermont libraries – including the Department of Libraries' collections – should be aware of the following expected outcomes:

A. The proposed solution will be a cost-effective and fully functional ILS option for multi-type libraries, including small, rural public libraries with limited technology infrastructure or staff expertise.
B. The proposed solution will operate as a fully functional ILs for the Department of Libraries, with capabilities and outcomes listed in Section 4 above.
C. The proposed solution will seamlessly integrate libraries of all types, with different local ILS systems.
D. The system will provide locally configurable home pages that provide users with the impression of an "independent" catalog, but which may be integrated into a single shared catalog.
E. The proposed system will provide a low cost solution for libraries that wish to use the shared ILS as their Library Management System.
F. Users are pleased with a well-designed, intuitive interface that allows easy access to both local and shared catalogs and which generates a minimum of problems.
G. Patron and circulation data must be maintained in conformance with the Vermont Library Patron Records Act, 22 VSA § 171 et. seq. See: Attachment E: Confidentiality of Library Records.
H. Downtime is minimal, and advance warning of system outages are received whenever possible.

5.2   Shared Library Management System: Vendor References

Vendors should respond in a narrative format to each item as numbered below.

A. Vendor will have at least two (2) customers of its proposed system(s) with databases that include at least 10,000,000 bibliographic records. Please list two or more customers, with names and full contact information.
B. Provide five (5) customer references (with contact name and email, institution, address, and phone number), of which at least two (2) are statewide, province-wide, or large regional or consortial library management systems. The references should also include at least one system which serves a multi-type library management system that includes public, school (K12), academic, and special libraries.

5.3   Shared Library Management System: Standards

Vendors should respond in a narrative format to each item as numbered below.

A. Describe the level of compliance with World Wide Web Consortium (W3C) Guidelines, with particular attention to Priority 1 Guidelines. Also identify and provide justification for any areas of non-compliance.
B. Describe how the system software accommodates the following protocols: Z39.50, HTTP, HTTPS, and TCP/IP.
C. Provide a general functional description of the Z39.50 host service module.
D. Describe how the software supports the following Interlibrary Loan Standards: NISO (NCIP, Z39.50), SIP, and Open Systems Interconnections Protocol standards.
E. Describe how the following languages are supported: HTML, HTML5, CSS, XML, and SQL.

F. Describe Application Programming Interfaces (APIs) which enable usage of external user identification data.
G. Describe how the MARC (MARC 21 and US MARC), Dublin Core, Online Information Exchange (ONIX), and Encoded Archival Description (EAD) bibliographic formats are supported.
H. Describe all other bibliographic/metadata schemas supported by the system and list known schemas that are not supported.
I. Describe how the software handles Unicode character sets for search and record display purposes.
J. Provide a list of standard web browsers, including version number, compatible with the proposed solution.
K. Describe anticipated downtime for maintenance, upgrades, and system management during periods of normal availability.

5.4 Shared Library Management System: Components and Services

Indicate which of the components listed below are included in the proposed solution.

A. Discovery and retrieval platform that can integrate monographic, owned, licensed, print, and digital content
B. Cataloging and description
C. Identity management that includes the ability to interface with authentication/authorization systems
D. Circulation
E. Acquisitions
F. Serials Control
G. Reports

5.5 Shared Library Management System: Migration

Vendors should respond in a narrative format to each item as numbered below.

A. Describe how the proposed solution will allow for cost-effective migrations from small-scale ILS systems such as LibraryWorld and will offer an easy means of implementation for non-automated libraries.
B. Describe the type of migration services offered, including data services, configuration and policy planning.
C. Describe project management methodology and processes for migration services, including the description of the role of the migration project manager, the level of support for data extraction from current systems, consultation on policy configuration, and support for review and testing of migrated data.
D. Describe in detail the migration of bibliographic and item data, including the process of data verification and roles of (1) the Vendor, (2) the State, and (3) individual library staff members.
E. Describe all data types that can be migrated, including but not limited to patron, item history, current circulation status, and holds data.
F. Provide a typical project schedule for migration of data from another vendor's library management system from the time of contract signing to the go-live of the system.
G. Describe your experience in data migration from the following systems: Alexandria, Athena, Follett Destiny, Innovative Polaris, Koha, LibraryWorld, Mandarin Oasis, M3 and M5, OPALS, Resourcemate, Sagebrush Infocenter and Spectrum, SirsiDynix Symphony, Surpass, and TLC. Provide details about the types of data you have migrated from these systems (e.g., bibliographic, patron, circulation, acquisitions, serials) and any limitations on data that can be migrated from specific systems.

5.6   Shared Library Management System: Integration and Architecture
       Vendors should respond in a narrative format to each item as numbered below.

   A. Describe the integration your proposed solution provides with respect to related services, such as resource sharing (ILL), link resolution, and proxy services.
   B. Describe in detail the system's capabilities for exchanging data and interacting with document retrieval and resource sharing systems, such as ILLiad, OCLC, Autographics, Innovative, and Relais.
   C. Describe the proposed system's support for the Library Linked Data model, including the Resource Description Framework (RDF) and RDFa. For example, does the solution possess the ability to expose, as linked data, authority-controlled names and subjects in a shared management system?
   D. Provide information about 3rd party products such as self-checkout, RFID, automated check-in, etc. with which your solution has been successfully implemented.
   E. Describe any initial configuration or implementation decisions that cannot be later changed or can be altered only with great effort or expense.
   F. Explain which system profiling/configuration decisions apply globally across the system, and which can be applied to a subset of institutions or a single institution.
   G. Describe any interfaces and APIs that are available to support such integration/interoperability.

5.7   Shared Library Management System: User Experience
       Vendors should respond in a narrative format to each item as numbered below.

   A. Describe how the public interface will be an intuitive interface for users to find items or access resources available to them at their own institutions or other institutions within the consortium.
   B. How does the interface present options for narrowing or broadening a search?
   C. Is the public interface compatible with all major browsers, including current versions of Internet Explorer, Firefox, Chrome, Safari, and Opera?
   D. Can the public interface incorporate content enhancement services such as book cover display, reviews, recommendation of similar titles, etc.? Please provide a list of services with which the public interface can be configured. Can these content enhancements vary from one institution to another?
   E. Does the public interface provide any user customization or personalization, such as saved searches, public and private lists, or reading history? Are these capabilities configurable at the institutional level?
   F. Are users able to easily access and use "Help" at various points within the interface and do these help functions allow for configuration by the library that is easily maintained? Please describe.
   G. Please describe how the public interface will be configurable at the institutions level to provide institutional branding and variations in data display such as the configuration of MARC and item tags that are presented in search results.
   H. Describe how library staff interact with the proposed system (e.g., via a browser and using "on demand" cloud-based services, a browser-based client, a locally installed client). Describe any related system requirements for the staff client (e.g., operating systems, memory, drive space).
   I. Describe how the proposed system supports configuration of individual staff work interfaces and how configuration may be easily maintained during upgrades. Describe how it supports the configuration of institution-only views and the maintenance of local information in all system records, as well as the ability to share and view group information.
   J. Can the staff interface be configured at the institutional level to allow variations in work-screen displays such as variations in selection lists and mandatory data fields?

K. From what operating systems (e.g., Windows, OS/X, Linux) can library staff interact with the ILS? Please describe any functional differences or limitations that might exist for particular platforms. For browser-based systems, what browsers do you use to provide official support?

5.8 Shared Cataloging and Bibliographic Maintenance

Vendors should respond in a narrative format to each item as numbered below.

A. Describe how, upon installation, the proposed system is operational for both print and electronic resources and integrates workflows for electronic and print in an organized and efficient manner.
B. Describe how the proposed system provides a robust capability to ensure data accuracy, integrity, and validity.
C. Describe how the proposed system allows for flexibility in dealing with a variety of vendor systems and purchasing systems within one integrated workflow.
D. Describe how the proposed system provides all standard format types with the ability to adapt the default formats according to the library's and consortium needs.
E. Describe how the proposed system provides for a structure of shared bibliographic records while retaining the ability to add unique local fields as needed.
F. Describe how the proposed system provides robust capabilities for matching imported records (both individually and in batch) to avoid duplication and provides effective and configurable tools for deduplication.
G. Describe how the proposed system promotes a shared and collaborative technical services environment and facilitates collaborative collection development.
H. Describe how the proposed system supports current -- and will support future -- bibliographic description protocols and frameworks.
I. Describe how the proposed system provides robust reporting capabilities to track cataloging activity and updates to bibliographic and item records.
J. Describe how the proposed system supports a comprehensive reporting structure to export data out of the system at no cost and into formats that are usable outside of the ILS.

5.9 Shared Library Management System: Circulation

Vendors should respond in a narrative format to each item as numbered below.

A. Describe how the proposed system provides seamless and intuitive access to the bibliographic and patron databases without disrupting circulation transactions.
B. Describe how the proposed system provides tools for information and notification delivery to staff and patrons in both electronic and printed form and how these tools are configurable to accommodate the preferences of individual libraries.
C. Describe how the proposed system provides seamless and rapid communication during circulation transactions and optimized so that staff are not required to adjust workflow to accommodate the system's capability for processing and displaying transaction activity.
D. Describe how the proposed system is capable of integrating at a transaction level with sharing platforms outside the ILS, particularly resource sharing systems and discovery platforms.
E. Describe how the proposed system provides capabilities for offline circulation that allow for easy transition to offline and reconciliation of data once the system of is back online.

5.10 Shared Library Management System: Acquisitions

Vendors should respond in a narrative format to each item as numbered below.

A. Describe in detail the migration of Acquisitions data, including the process of data verification and roles of the vendor versus the State or individual library staff members.
B. Describe how the proposed system provides robust electronic data interchange (EDI) with major print and multimedia vendors and an intuitive and configurable acquisitions workflow.
C. Describe how the proposed system accommodates all the ordering, receipt, and tracking of bibliographic and non-bibliographic materials.
D. Describe how the proposed system is configurable at the individual library level for Acquisitions functions and data maintenance.

5.11   Shared Management System: Serials Control
   Vendors should respond in a narrative format to each item as numbered below.

A. Describe in detail the migration of Serials Control data, including the process of data verification and roles of the vendor versus the State.
B. Describe how the proposed system allows for the record-keeping, tracking, and maintenance of individual pieces.
C. Describe how the proposed system accommodates all bibliographic levels, carriers, and publication patterns.
D. Describe how the proposed system allows for flexibility in how each piece can be recorded and maintained depending on material type and how it uses automated functions to facilitate serials processes.
E. Describe how the proposed system supports and updates MARC 21 holdings records.

5.12   Shared Library System Management at the Institutional Level
   Vendors should respond in a narrative format to each item as numbered below.

A. Describe how the proposed system allows individual libraries the flexibility to configure, according to their own preferences, the public interface, the staff interface, staff and public user permissions, circulation and patron policies, and notifications to staff and patrons in both electronic and print formats.
B. Describe how the proposed system allows flexible configuration of administrative permissions to accommodate variations in the degree of control allowed to individual libraries.
C. Describe how the proposed system provides robust means of managing the addition and creation of bibliographic records to prevent inappropriate duplication of records and for performing deduplication in a predictable and easily managed way.
D. Describe how the proposed system preserves data privacy and security by allowing only the data functionally necessary to perform a given transaction, following the principle of least privilege and preventing the alteration of institution-specific data by any other institutions users.

6   General Terms and Conditions

6.1   Invoicing

All invoices shall be rendered by a Contractor on the Contractor's standard billhead and forwarded to the State Project Manager.   Details such as name and address will be determined during Contract negotiations. The bidder's proposal must clearly specify the address for submitting payments. All payments are to be based on State of Vermont's acceptance of agreed to, fixed price deliverables or time and materials terms, as the case may be.

6.2   Retainage

The State will hold back 10% of each deliverable payment as retainage. Upon completion of all deliverables to the satisfaction of the State, all retainage withheld will be paid to a Contractor in full, subject to the terms and conditions of the Contract.

6.3   Confidentiality

The successful response(s) will become part of the contract file and will become a matter of public record, as will all other responses received. If the response includes material that is considered by the bidder to be proprietary and confidential under 1 VSA, Chapter 5, the bidder shall clearly designate the material as such, explaining why such material should be considered confidential. The bidder must identify each page or section of the response that it believes is proprietary and confidential with sufficient grounds to justify each exemption from release, including the prospective harm to the competitive position of the bidder if the identified material were to be released. Under no circumstances can the entire response or price information be marked confidential. Responses so marked may not be considered.

6.4   Contract Requirements

The selected Vendor(s) will sign a contract with the State to provide the items and services named in its response, at pricing agreed to by the State. Minimum support levels, and terms and conditions derived from this RFP and the Vendor's response, will be included in the contract as requirements. The contract will be subject to review throughout its term. **VENDORS MAY HAVE STANDARD TERMS AND CONDITIONS WHICH ARE REQUIRED TO BE SUBMITTED WITH A VENDOR'S BID; HOWEVER, PLEASE NOTE THAT THE STATE WILL REQUIRE NEGOTIATION OF CONTRACTOR'S TERMS AND CONDITIONS AND WILL NOT ACCEPT THE VENDOR'S STANDARD FORM IN LIEU OF THE STANDARD STATE PROVISIONS FOR CONTRACTS AND GRANTS.**

6.5   Terms and Conditions

The State will consider cancellation upon discovery that a Vendor is in violation of any portion of its contract with the State, including an inability by the Vendor to provide the products, support, and/or service offered in its response. The State reserves the right to purchase hardware or software recommended in the Vendor's proposal from any source.

Vendors planning to submit a bid are advised of the following:

1. The State expects the Vendor and its legal counsel to carefully review and be prepared to be bound by the *Standard State Provisions for Contracts and Grants* outlined in Attachment C.

2. If a Vendor wishes to propose an exception to any Standard State Provisions for Contracts and Grants, it must notify the State in the cover letter to its response to the RFP. Failure to note exceptions will be deemed to be acceptance of the Standard State Provisions for Contracts and Grants as outlined in Attachment C of this RFP. If exceptions are not noted in the RFP but raised during contract negotiations, the State reserves the right to cancel the negotiation if deemed to be in the best interests of the State.

3. The contract is subject to review and approval by the Attorney General, the Department of Information and Innovation and the Secretary of Administration. The terms and conditions of a Vendor's software license, maintenance support agreement and service level agreement, if applicable, will be required for purposes of contract negotiations for this project. Failure to provide the applicable Vendor terms as part of the RFP response may result in rejection of the Vendor's proposal.

4. The State has no legal authority to indemnify a vendor and this condition is not negotiable. Further, all contract terms and conditions, including a Vendor license will be subject to the laws of the State of Vermont and any action or proceeding brought by either the State or a Contractor in connection with a Contract shall be brought and enforced in the Superior Court of the State of Vermont, Civil Division, Washington Unit. Vendors who are not able to enter into a contract under these conditions should not submit a bid.

5. Contractors will be expected to make the following warranties:

    (i) The Contractor has all requisite power and authority to execute, deliver and perform its obligations under the Contract and the execution, delivery and performance of the Contract by the Contractor has been duly authorized by the Contractor.

    (ii) There is no outstanding litigation, arbitrated matter or other dispute to which the Contractor is a party which, if decided unfavorably to the Contractor, would reasonably be expected to have a material adverse effect on the Contractor's ability to fulfill its obligations under the Contract.

    (iii) The Contractor will comply with all laws applicable to its performance of the services and otherwise to the Contractor in connection with its obligations under the Contract.

    (iv) All deliverables will be free from material errors and shall perform in accordance with the specifications therefor.

    (v) The Contractor owns or has the right to use under valid and enforceable agreements, all intellectual property rights reasonably necessary for and related to delivery of the services and provision of the deliverables as set forth in the Contract and none of the deliverables

or other materials or technology provided by the Contractor to the State will infringe upon or misappropriate the intellectual property rights of any third party.

(vi) Each and all of the services shall be performed in a timely, diligent, professional and work-person-like manner, in accordance with the highest professional or technical standards applicable to such services, by qualified persons with the technical skills, training and experience to perform such services in the planned environment. At its own expense and without limiting any other rights or remedies of the State hereunder, the Contractor shall re-perform any services that the State has determined to be unsatisfactory in its reasonable discretion, or the Contractor will refund that portion of the fees attributable to each such deficiency.

(vii) The Contractor has adequate resources to fulfill its obligations under the Contract.

(viii) Virus Protection. Contractor warrants and represents that any time software is delivered to the State, whether delivered via electronic media or the internet, no portion of such software or the media upon which it is stored or delivered will have any type of software routine or other element which is designed to facilitate unauthorized access to or intrusion upon; or unrequested disabling or erasure of; or unauthorized interference with the operation of any hardware, software, data or peripheral equipment of or utilized by the State.

6. Amendments. No changes, modifications, or amendments in the terms and conditions of a contract shall be effective unless reduced to writing, numbered, and signed by the duly authorized representative of the State and Contractor.

7. Professional Liability insurance. In addition to the insurance required in the Standard State Provisions for Contracts and Grants, Contractor agrees to procure and maintain professional liability insurance for any and all services performed under this Contract, with a minimum coverage of $2,000,000 per occurrence, with the actual coverage amount to be determined in the State's discretion.

6.6   Non-Disclosure Agreement
The successful bidder will be required to complete a non-disclosure agreement in a form acceptable to the State.

6.7   Performance Measures
In accordance with current State of Vermont policy and procedures, the contract may include Vendor performance measures. The specific performance measures will be determined during the contract negotiation process.

6.8   Acknowledgment of Terms
Vendors shall provide a statement from the Vendor and its legal counsel acknowledging all Standard State Contract Provisions and Purchasing and Contracting Terms and Conditions with any

exceptions or additional provisions to be noted in the Vendor's cover letter. (These will be considered when making an award).

6.9   Contract Term

The standard State Contract term will be from the date of execution for a period of up to two (2) years. The State may renew this Contract for an additional two one-year renewals, subject to and contingent upon the discretionary decision of the Vermont Legislature to appropriate funds for this Contract in each new fiscal year. The State may renew all or part of this Contract subject to the satisfactory performance of the Contractor and the needs of State of Vermont.

The vendor should guarantee its rate offerings, over the term of the contract, are comparable to other customers of similar size and requirements. If offerings are rendered to a comparable customer which improve the pricing agreed to in the contract, the Vendor agrees to apply those same discounts and offerings to the State of Vermont.

6.10   Location of Work; State Facilities

As a general rule, project work will be done in Montpelier, VT. The Vendor will be required to work on-site in (such site or sites as may be identified by the State) where space will be provided, however travel to other State facilities may be needed and the Vendor will be responsible for such travel using its own mode of transportation. Occasional exceptions to this rule may be established by mutual agreement between the Vendor and the State Project Manager.

Where applicable, the State will provide desks, telephone, LAN connections, and printers. The State will not provide desktop PCs and/or laptops to Vendor for use during the project. To the extent the State space available to a Contractor in any State facility in connection with the performance of the Work, Contractor shall: (i) only use such space solely and exclusively for and in support of the services; (ii) not use State facilities to provide goods or services to or for the benefit of any third party; (iii) comply with the leases, security, use and rules and agreements applicable to the State facilities; (iv) not use State facilities for any unlawful purpose; (v) comply with all policies and procedures governing access to and use of State facilities that are provided to Contractor in writing; (vi) instruct Contractor personnel not to photograph or record, duplicate, disclose, transmit or communicate any State information, materials, data or other items, tangible or intangible, obtained or available as a result of permitted use of State facilities; and (vii) return such space to the State in the same condition it was in at the commencement of the Contract, ordinary wear and tear excepted. State facilities will be made available to Contractor on an "AS IS, WHERE IS" basis, with no warranties whatsoever.

If specific laptop computers or other mobile peripheral devices are required by Contractor, then the Contractor must provide its own compatible equipment and will be given the appropriate support by the State.

Contractors will be provided support by the State in setting up any accounts or connections required (i.e. State email system, network connectivity, network printing etc.). Contractors will

have access to State phones for use in Project related business calls. The State will not pay Contractor's cell phone bills.

6.11   Statement of Rights

The State reserves the right to obtain clarification or additional information necessary to properly evaluate a proposal made in response to this RFP. Vendors may be asked to give a verbal presentation of their proposals after submission. Failure of a Vendor to respond to a request for additional information or clarification could result in rejection of that Vendor's proposal. To secure a project that is deemed to be in the best interest of the State, the State reserves the right to accept or reject any and all bids, in whole or in part, with or without cause, and to waive technicalities in submissions. The State also reserves the right to make purchases outside of the awarded contracts where it is deemed in the best interest of the State.

6.12   Taxes

Most state purchases are not subject to federal or state sales or excise taxes and must be invoiced tax free. An exemption certificate will be furnished upon request covering non-taxable items. The Contractor agrees to pay all Vermont taxes which may be due as a result of the Project.

6.13   Specification Change

Any changes or variations in the specifications set forth in this RFP must be received in writing from the Office of Purchasing & Contracting. Verbal instructions or written instructions from any other source are not to be considered.

6.14   Non Collusion

The State of Vermont is conscious of and concerned about collusion. It should therefore be understood by all that in signing bid and contract documents they agree that the prices quoted have been arrived at without collusion and that no prior information concerning these prices has been received from or given to a competitive company. If there is sufficient evidence to warrant investigation of the bid/contract process by the Office of the Attorney General, all bidders should understand that this paragraph might be used as a basis for litigation.

6.15   Business Registration

To be awarded a contract by the State of Vermont a Vendor must be (except an individual doing business in his/her own name) registered with the Vermont Secretary of State's office http://www.sec.state.vt.us/tutor/dobiz/forms/fcregist.htm and must obtain a Contractor's Business Account Number issued by the Vermont Department of Taxes http://www.state.vt.us/tax/pdf.word.excel/forms/business/s-1&instr.pdf

6.16   Contract Negotiation

Upon completion of the evaluation process, the State may select one or more Vendors with which to negotiate a contract, based on the evaluation findings and other criteria deemed relevant for ensuring that the decision made is in the best interest of the State. In the event the State is

successful in negotiating with a Vendor, the State will issue a notice of award. In the event State is not successful in negotiating a contract with a selected Vendor, the State reserves the option of negotiating with another Vendor, or to end the proposal process entirely.

7   Sealed Bid Instructions:

- All bids must be sealed and must be addressed to:

  Senior Purchasing Agent, State of Vermont,
  Office of Purchasing & Contracting,
  10 Baldwin St.
  Montpelier, VT 05633-7501.

- BID ENVELOPES MUST BE CLEARLY MARKED 'SEALED BID' AND SHOW THE REQUISITION NUMBER AND/OR PROPOSAL TITLE, OPENING DATE AND NAME OF BIDDER.

- All bidders are hereby notified that sealed bids must be received and time stamped by the Office of Purchasing & Contracting located at 10 Baldwin St - Montpelier, VT 05633-7501by the time of the bid opening. Bids not in possession of the Office of Purchasing & Contracting at the time of the bid opening will be returned to the vendor, and will not be considered.

- Office of Purchasing & Contracting may, for cause, change the date and/or time of bid openings or issue an addendum. If a change is made, the State will make a reasonable effort to inform all bidders by posting at: http://bgs.vermont.gov/purchasing/bids.

- All bids will be publically opened. Typically, the Office of Purchasing & Contracting will open the bid, read the name and address of the bidder, and read the bid amount. However, the Office of Purchasing & Contracting reserves the right to limit the information disclosed at the bid opening to the name and address of the bidder when, in its sole discretion, the Office of Purchasing & Contracting determines that the nature, type, or size of the bid is such that the Office of Purchasing & Contracting cannot immediately (at the opening) determine that the bids are in compliance with the RFP.   As such, there will be cases in which the bid amount will not be read at the bid opening. Bid openings are open to members of the public. Bid results are a public record however, the bid results are exempt from disclosure to the public until the award has been made and the contract is executed.

7.1   Delivery Methods:

7.1.1   U.S. MAIL:

- Bidders are cautioned that it is their responsibility to originate the mailing of bids in sufficient time to ensure bids are received and time stamped by the Office of Purchasing & Contracting prior to the time of the bid opening.

7.1.2   EXPRESS DELIVERY:

- If bids are being sent via an express delivery service, be certain that the RFP designation is clearly shown on the outside of the delivery envelope or box. Express delivery packages

will not be considered received by the State until the express delivery package has been received and time stamped by the Office of Purchasing & Contracting.

7.1.3   HAND DELIVERY:
- Hand carried bids shall be delivered to a representative of the Division prior to the bid opening.

7.1.4   ELECTRONIC:
- Electronic bids will not be accepted.

7.1.5   FAX BIDS:
- FAXED bids will not be accepted.

8   Vendor Response Content and Format

The State discourages overly lengthy and costly proposals; however, in order for the State to evaluate proposals fairly and completely, Vendors must follow the format set out in this RFP and provide all information requested.

8.1   Number of Copies:
Submit an unbound original (clearly marked as such) and four (4) paper copies and one (1) electronic copy in standard format, (PDF or Microsoft Office compatible) on standard media (USB flash drive only).

8.2   The bid should include a Transmittal Letter and System Proposal and a separate Pricing Response.

8.3   Cover Letter
- Confidentiality.
All submittals will be subject to the State's Access to Public Records Law, 1 VSA§ 315 et seq. Subsequent to award of this RFP, all or part of any submittal will be released to any person or firm who requests it. Proposers shall specify in their cover letter if they desire that any portion of their submittal be treated as proprietary and not releasable as public information. **A redacted copy should be included for portions of submittal that are proprietary.**

- Exceptions to Terms and Conditions for Technology Contracts.
If the Vendor wishes to propose an exception to any terms and conditions set forth in this RFP, including the Standard State Provisions for Contracts and Grants, it must notify the State in the cover letter. Failure to note exceptions will be deemed to be acceptance of the State terms and conditions. If exceptions are not noted in the response to this RFP but raised during contract negotiations, the State reserves the right to cancel the negotiation if deemed to be in the best interests of the State.

8.4   Corporate Background

Vendor must have a minimum of three (3) years' experience/existence as a corporate entity (current corporate entity or predecessor[s]) for which a major business line was and is library automation systems.

Provide details of the company, including company size and resources, details of corporate experience relevant to the proposed project, and a list of other current or recent State projects.

If a Vendor intends to use subcontractors, the Vendor must identify in the proposal the names of the subcontractors and the portions of the work the subcontractors will perform.

8.5   Financial Requirements:

- The Vendor shall provide financial information in such a manner that the State can reasonably formulate a determination about the stability and financial strength of the organization. This must include but not be limited to company size, organization, date of incorporation, ownership, number of employees, revenues for the last fiscal year, and, if available, audited financial statements for the most recent 3 years. A current Dun and Bradstreet Report that includes a financial analysis of the firm would fulfill this requirement. A Vendor can use an Annual Report as verification of financial status provided it contains at a minimum a Compiled Income Statement and Balance Sheet verified by a Certified Public Accounting firm. The State reserves the right to contact the accounting firm if questions arise. As an alternative, for those Vendors unable to provide audited financial statements or Dun and Bradstreet report, the Vendor shall provide tax returns and financial statements including income statements and balance sheets for the most recent 3 years, and any available credit reports.
- Disclose any and all judgments, pending or expected litigation, or other real potential financial reversals, which might materially affect the viability or stability of the Vendor's organization; or certify that no such condition is known to exist.
- A confidentiality statement may be included if this portion is considered non-public information. The State may request reports on financial stability from independent financial rating services in order to further substantiate stability.

8.6   System Proposal

The system proposal consists of responses to Sections 2, 3, 4, and 5. All System Proposals will include a response to Section 2 and may require a separate response to Section 2 for each system proposed.

Depending on the Vendor's proposed solutions, Vendor should present responses to Section 3: Statewide Resource Sharing System, Section 4: Library Management System for the Vermont Department of Libraries' Collections, **and/or** Section 5: Shared Library Management System, along with responses to the appropriate checklist(s) in Appendices B and C.

8.7   Worker's Compensation; State Contracts Compliance Requirement:

The Department of Buildings and General Services in accordance with Act 54, Section 32 of the Acts of 2009 and for total projects costs exceeding $250,000.00, requires bidders comply with the following provisions and requirements.

8.7.1   Attachment F: Self -Reporting: Workers' Compensation; State Contracts Compliance Requirement

- Bidder is required to self-report detailed information including information relating to past violations, convictions, suspensions, and any other information related to past performance and likely compliance with proper coding and classification of employees requested by the applicable agency.

- The bidder is required to report information on any violations that occurred in the previous 12 months.
- **This form (Attachment F) must be completed and submitted as part of the response for the proposal to be considered valid.**

8.7.2   Attachment G: Subcontractor Reporting: Workers' Compensation; State Contracts Compliance Requirement:

- Upon award of contract, **and prior to the commencement of work**, the successful bidder agrees to comply with Subcontractor Reporting requirements in accordance with Act 54, Section 32 of the Acts of 2009 and for total projects costs exceeding $250,000.00 as follows:
- Provide a list of subcontractors to be used on the job along with lists of subcontractor's subcontractors and by whom those subcontractors are insured for workers' compensation purposes.   This is not a requirement for subcontractor's providing supplies only and no labor to the overall contract or project. This list MUST be updated and provided to the State as additional subcontractors are hired. A sample form is included in the bid package (See: Attachment G).
- Failure to adhere to Act 54, Section 32 of the Acts of 2009 and submit Subcontractor Reporting: Workers' Compensation; State Contracts Compliance Requirement (Attachment G) will constitute non-compliance and may result in cancellation of contract and/or forfeiture of future bidding privileges until resolved.

8.8   Attachment A: Certificate of Compliance:

- This form must be completed and submitted as part of the response for the proposal to be considered valid.

8.9   Attachment B: Offshore Outsourcing Questionnaire:

- This form must be completed and submitted as part of the proposal to be considered valid.

8.10   Attachment H: Econometric Modeling

The Department of Buildings and General Services in accordance with Act 112 of the Acts of 2012, "An act relating to evaluating net costs of government purchasing," requires the Secretary of Administration and the legislative economist to design and implement a pilot project to help measure the net fiscal impact to the state of certain identified purchases. In order to accomplish this goal, we are seeking data on contracts for goods and services to support the econometric evaluation. Questions have been identified that may assist the state in the data collection process which will ultimately be used for Econometric Modeling.

For bid amounts exceeding $100,000.00 bidders are required to complete and submit the Econometric Modeling Questionnaire included as part of this RFP (refer to Attachment H: Econometric Modeling Questionnaire, at time of bid).

9   Cost Proposal(s)

9.1   Number of Copies:
The separate Pricing Response(s) must include an original and four (4) paper copies and one (1) copy on standard electronic media (USB drive only). Depending upon the Vendor's offered product(s), one or more of the following cost proposals should be provided.

- Resource Sharing System Cost Proposal
- Library Management System for the Collections of the Department of Libraries
- Shared Library Management System, including costs for adding libraries to the system over time.

9.2   Cost Proposal Components:
Cost proposals must project out annual costs over at least a 5-year period.

9.2.1   **Non-recurring:**
   o The proposal(s) should separate out non-recurring costs from ongoing costs, including but not limited to implementation and one-time licensing costs. Do not include support and maintenance costs paid during the implementation phase as a one-time cost.

9.2.2   **Recurring:**
   o Include annual hosting fees, support and maintenance costs, licensing fees, or any other costs that are paid on an annual basis. Provide separate Prices for each recurring cost or provide an explanation of why the costs are combined into one item.

9.2.3   **Price Guarantee**:
   o Vendor is required to maintain its price for a fixed period of time. If the State or project contemplates doing additional work with the Vendor for additions to the system(s) or addition of new users, Vendor should state the hourly rates for future work for key types of positions, i.e., Data Base Programmer, Systems Developer, Trainer, etc.

9.2.4   **Maintenance Agreement:**
   o The terms of maintenance and support to be provided following acceptance of the system/software/hardware shall be specified separately and included as a component of the total bid price.

9.2.5   **New Releases:**
   o Vendor is to provide ongoing releases of proprietary software as part of the bid price, or specify what the cost of new releases will be, and also what triggers this requirement and how soon after release you would expect to have your system upgraded.

9.3   Costs of Preparation

The Vendor shall be solely responsible for all expenses incurred in the preparation of a response to this RFP and shall be responsible for all expenses associated with any presentations or demonstrations associated with this request and/or any proposals made. Remember: the proposal must be fixed cost, inclusive of expenses, for specific deliverables. The State generally doesn't enter into time and material contracts.

10   Method of Award

Awards will be made in "the best interest of the State of Vermont." The State makes no guarantee that any contract will be awarded as a result of this RFP. The State may award one or more contracts and reserves the right to make additional awards to other compliant Vendors at any time during the first year of the contract if such award is deemed to be in the best interest of the State. The State will evaluate responses based upon overall total solution cost, fulfillment of requirements (regardless of type), and overall Vendor track record to deliver and partner. The State will not consider any prompt payment discounts terms proposed by the Vendor in evaluating cost.

10.1   Evaluation Criteria
In general, bids are awarded based on "the best interest of the State of Vermont."

- The State will award points for experience and qualifications that exceed the stated minimums.

- The State will not consider any prompt payment discounts terms proposed by the offeror in evaluating cost.

- The lowest cost proposal will receive the maximum number of points allocated to cost

10.2   Evaluation Factors:
10.2.1   Resource Sharing System

Evaluation Factors	Total Points for This Criterion: 100
Cost	20
Vendor Reputation and Experience	15
General Capabilities	10
Integration of Data from Multiple Library Automation Systems	15
User Experience	15
Software/Database Capabilities	10

Administration, Management and Reports	10
Performance	5

10.2.2   Library Management System for Department of Libraries' Collections

Evaluation Factors	Total Points for This Criterion: 100
Cost	15
Vendor Reputation and Experience	10
General Capabilities	5
Standards	5
Components and Services	5
Migration	10
Integration	5
User Experience	15
Cataloging and Bibliographic Maintenance	10
Circulation	10
Acquisitions	5
Serials Control	5

10.2.3   Shared Library Management System: Department of Libraries' Collections along with Selected Multi-type Vermont Libraries

Evaluation Factors	Total Points for This Criterion: 100
Cost	15
Vendor Reputation and Experience	10
General Capabilities	5
Standards	5
Components and Services	5
Migration	10

Integration	5
User Experience	10
Cataloging and Bibliographic Maintenance	10
Circulation	5
Acquisitions	5
Serials Control	5
Library System Management at the Institutional Level	10

10.3   Independent Review:

Per Vermont statute 3 V.S.A. 2222, The Secretary of Administration shall obtain independent expert review of any recommendation for any information technology initiated after July 1, 1996, as information technology activity is defined by subdivision (a)(10), when its total cost is $1,000,000 or greater or when required by the State Chief Information Officer. Documentation of this independent review shall be included when plans are submitted for review pursuant to subdivisions (a)(9) and (10) of this section. The independent review shall include:

- An acquisition cost assessment
- A technology architecture review
- An implementation plan assessment
- A cost analysis and model for benefit analysis
- A procurement negotiation advisory services contract
- An impact analysis on net operating costs for the agency carrying out the activity

11   Submission Instructions and Checklist:

11.1   Closing Date

The closing date for the receipt of proposals is March 4, 2016 3:00 PM EST. Bids must be delivered to:

Vermont Purchasing and Contract Administration Division

Office of Purchasing & Contracting

10 Baldwin St,

Montpelier VT 05633-7501

prior to **3PM**. Proposals or unsolicited amendments submitted after that time will not be accepted and will be returned to the vendor.

The bid opening will be held at Office of Purchasing & Contracting 10 Baldwin St, Montpelier VT05633-7501 and is open to the public.

11.2 Submission Checklist

- Hard *Copies* (4) – (Reference 7.1)
- Original Unbound *Master* (1) – (Reference 7.1)
- Transmittal Letter – (Reference 7.2)
- All Proposal materials on standard electronic media (USB flash drive) – (Reference 7.1)
- References – (Reference Sections 3.2, 4.2, and 5.2)
- License & Maintenance Agreements – (Reference 5.20 if applicable)
- Non-Functional Requirements (NFRs) – (Reference 2.1.4 and Attachment I)
- Certificate of Compliance – (Reference Attachment A)
- Offshore/outsource form – (Reference Attachment B)
- Standard State Provisions for Contracts and Grants (See: Attachments A and C)
- Other Provisions for Information Technology Projects (See: Attachments A and D
- Library Data Security and Confidentiality (See: Attachment E)
- Workers' Compensation; State Contracts Compliance Requirement; Self Reporting (Reference Attachment F)
- Workers' Compensation; State Contracts Compliance Requirement; Subcontractor Reporting (Reference Attachment F and G)
- Econometric Modeling Questionnaire (Reference Section 7.16 and Attachment H)

11.3 Attachments:

Attachment A: Certificate of Compliance

Attachment B: Offshore Outsourcing Questionnaire

Attachment C: Standard State Provisions for Contracts and Grants (September 2, 2014)

Attachment D: Other Provisions for Information Technology Projects

Attachment E: Library Data Security and Confidentiality

Attachment F: Workers' Compensation; State Contracts Compliance Requirement; Self Reporting

Attachment G: Workers' Compensation; State Contracts Compliance Requirement; Subcontractor Reporting

Attachment H: Economic Modeling Questionnaire.

Attachment I: Non-Functional Requirements (NFRs)

Appendix A: Resource Sharing System: Current Z39.50 Targets

Appendix B: Checklist for Library Management System for Department of Libraries' Collections

Appendix C: Checklist for Shared Library Management System

REMEMBER!

ALL NOTIFICATIONS, RELEASES AND AMENDMENTS WILL BE POSTED AT:

http://bgs.vermont.gov/purchasing/bids

THE STATE WILL MAKE NO ATTEMPT TO CONTACT VENDORS WITH UPDATED INFORMATION. IT WILL BE THE RESPONSIBILITY OF EACH VENDOR TO PERIODICALLY CHECK THIS SITE FOR THE LATEST DETAILS.

Attachment A: Certificate of Compliance

RFP/Project Name:

Date:

This form must be completed in its entirety and submitted as part of the response for the proposal to be considered valid.

TAXES: Pursuant to 32 V.S.A. § 3113, bidder hereby certifies, under the pains and penalties of perjury, that the company/individual is in good standing with respect to, or in full compliance with a plan to pay, any and all taxes due to the State of Vermont as of the date this statement is made. A person is in good standing if no taxes are due, if the liability for any tax that may be due is on appeal, or if the person is in compliance with a payment plan approved by the Commissioner of Taxes.

INSURANCE: Bidder certifies that the company/individual is in compliance with, or is prepared to comply with, the insurance requirements as detailed in Section 7 of Attachment C: Standard State Contract Provisions. Certificates of insurance must be provided prior to issuance of a contract and/or purchase order. If the certificate(s) of insurance is/are not received by the Office of Purchasing & Contracting within five (5) days of notification of award, the State of Vermont reserves the right to select another vendor. Please reference the RFP # when submitting the certificate of insurance.

CONTRACT TERMS: The undersigned hereby acknowledges and agrees to Attachment C: Standard State Contract Provisions, Attachment D: Other Provisions for Information Technology Projects, and Attachment E: Library Data Security and Confidentiality

TERMS OF SALE: The undersigned agrees to furnish the products or services listed at the prices quoted. The Terms of Sales are Net 30 days from receipt of service or invoice, whichever is later.   Percentage discounts may be offered for prompt payments of invoices; however, such discounts must be in effect for a period of 30 days or more in order to be considered in making awards.

Form of Payment: Would you accept the Visa Purchasing Card as a form of payment?   __ Yes __ No

Insurance Certificate(s): Attached _____. Will provide upon notification of award _____

Delivery Offered: _____ days after notice of award   Terms of Sale: _____

                                                                                                                 (If Discount)

Quotation Valid for: _____ days   Date: _____

Name of Company: _____ Contact Name: _____

Address: _____ Fax Number: _____

_____ E-mail: _____

By: _____ Name: _____

    Signature (Bid Not Valid Unless Signed)   (Type or Print)

Attachment B: Offshore Outsourcing Questionnaire

Vendors must indicate whether or not any services are or will be outsourced under the terms of any agreement with the State of Vermont. Indicate N/A if not applicable. This is required by the State of Vermont but cannot be used as an evaluation criterion under Federal Law.

Services:

Proposed Service to be Outsourced	Bid Total or Contract Estimate	Represents what % of total Contract Dollars	Outsourced Dollars	Outsourced Work Location (Country)	Subcontractor

If any or all of the services are or will be outsourced offshore, Vendors are required to provide a cost estimate of what the cost would be to provide the same services onshore and/or in Vermont.

Proposed Service to be Outsourced	Bid Total or Contract Estimate if provided Onshore	Bid Total or Contract Estimate if provided in Vermont	Cost Impact	Onshore Work Location	Subcontractor

Proposed Service to be Outsourced	Bid Total or Contract Estimate if provided Onshore	Bid Total or Contract Estimate if provided in Vermont	Cost Impact	Onshore Work Location	Subcontractor

Name of Bidder:_____

Signature of Bidder:_____

Date:_____

Attachment C: Standard State Provisions for Contracts and Grants

1. **Entire Agreement:** This Agreement, whether in the form of a Contract, State Funded Grant, or Federally Funded Grant, represents the entire agreement between the parties on the subject matter. All prior agreements, representations, statements, negotiations, and understandings shall have no effect.

2. **Applicable Law:** This Agreement will be governed by the laws of the State of Vermont.

3. **Definitions:** For purposes of this Attachment, "Party" shall mean the Contractor, Grantee or Subrecipient, with whom the State of Vermont is executing this Agreement and consistent with the form of the Agreement.

4. **Appropriations:** If this Agreement extends into more than one fiscal year of the State (July 1 to June 30), and if appropriations are insufficient to support this Agreement, the State may cancel at the end of the fiscal year, or otherwise upon the expiration of existing appropriation authority. In the case that this Agreement is a Grant that is funded in whole or in part by federal funds, and in the event federal funds become unavailable or reduced, the State may suspend or cancel this Grant immediately, and the State shall have no obligation to pay Subrecipient from State revenues.

5. **No Employee Benefits For Party:** The Party understands that the State will not provide any individual retirement benefits, group life insurance, group health and dental insurance, vacation or sick leave, workers compensation or other benefits or services available to State employees, nor will the state withhold any state or federal taxes except as required under applicable tax laws, which shall be determined in advance of execution of the Agreement. The Party understands that all tax returns required by the Internal Revenue Code and the State of Vermont, including but not limited to income, withholding, sales and use, and rooms and meals, must be filed by the Party, and information as to Agreement income will be provided by the State of Vermont to the Internal Revenue Service and the Vermont Department of Taxes.

6. **Independence, Liability:** The Party will act in an independent capacity and not as officers or employees of the State.
   The Party shall defend the State and its officers and employees against all claims or suits arising in whole or in part from any act or omission of the Party or of any agent of the Party. The State shall notify the Party in the event of any such claim or suit, and the Party shall immediately retain counsel and otherwise provide a complete defense against the entire claim or suit.

   After a final judgment or settlement the Party may request recoupment of specific defense costs and may file suit in Washington Superior Court requesting recoupment. The Party shall be entitled to recoup costs only upon a showing that such costs were entirely unrelated to the defense of any claim arising from an act or omission of the Party.

   The Party shall indemnify the State and its officers and employees in the event that the State, its officers or employees become legally obligated to pay any damages or losses arising from any act or omission of the Party.

7. **Insurance**: Before commencing work on this Agreement the Party must provide certificates of insurance to show that the following minimum coverages are in effect. It is the responsibility of the Party to maintain current certificates of insurance on file with the state through the term of the Agreement. No warranty is made that the coverages and limits listed herein are adequate to cover and protect the interests of the Party for the Party's operations. These are solely minimums that have been established to protect the interests of the State.

   Workers Compensation: With respect to all operations performed, the Party shall carry workers' compensation insurance in accordance with the laws of the State of Vermont.

General Liability and Property Damage: With respect to all operations performed under the contract, the Party shall carry general liability insurance having all major divisions of coverage including, but not limited to:

Premises - Operations

Products and Completed Operations
Personal Injury Liability Contractual
Liability

The policy shall be on an occurrence form and limits shall not be less than:

$1,000,000 Per Occurrence

$1,000,000 General Aggregate

$1,000,000 Products/Completed Operations Aggregate

$ 50,000 Fire/ Legal/Liability

Party shall name the State of Vermont and its officers and employees as additional insureds for liability arising out of this Agreement.

Automotive Liability: The Party shall carry automotive liability insurance covering all motor vehicles, including hired and non-owned coverage, used in connection with the Agreement. Limits of coverage shall not be less than: $1,000,000 combined single limit.

Party shall name the State of Vermont and its officers and employees as additional insureds for liability arising out of this Agreement.

8. **Reliance by the State on Representations:** All payments by the State under this Agreement will be made in reliance upon the accuracy of all prior representations by the Party, including but not limited to bills, invoices, progress reports and other proofs of work.

9. **Requirement to Have a Single Audit:** In the case that this Agreement is a Grant that is funded in whole or in part by federal funds, the Subrecipient will complete the Subrecipient Annual Report annually within 45 days after its fiscal year end, informing the State of Vermont whether or not a Single Audit is required for the prior fiscal year. If a Single Audit is required, the Subrecipient will submit a copy of the audit report to the granting Party within 9 months. If a single audit is not required, only the Subrecipient Annual Report is required.

For fiscal years ending before December 25, 2015, a Single Audit is required if the subrecipient expends $500,000 or more in federal assistance during its fiscal year and must be conducted in accordance with OMB Circular A-133. For fiscal years ending on or after December 25, 2015, a Single Audit is required if the subrecipient expends $750,000 or more in federal assistance during its fiscal year and must be conducted in accordance with 2 CFR Chapter I, Chapter II, Part 200, Subpart F. The Subrecipient Annual Report is required to be submitted within 45 days, whether or not a Single Audit is required.

10. **Records Available for Audit:** The Party shall maintain all records pertaining to performance under this agreement. "Records" means any written or recorded information, regardless of physical form or characteristics, which is produced or acquired by the Party in

the performance of this agreement. Records produced or acquired in a machine readable electronic format shall be maintained in that format. The records described shall be made available at reasonable times during the period of the Agreement and for three years thereafter or for any period required by law for inspection by any authorized representatives of the State or Federal Government. If any litigation, claim, or audit is started before the expiration of the three year period, the records shall be retained until all litigation, claims or audit findings involving the records have been resolved.

11. **Fair Employment Practices and Americans with Disabilities Act**: Party agrees to comply with the requirement of Title 21V.S.A. Chapter 5, Subchapter 6, relating to fair employment practices, to the full extent applicable. Party shall also ensure, to the full extent required by the Americans with Disabilities Act of 1990, as amended, that qualified individuals with disabilities receive equitable access to the services, programs, and activities provided by the Party under this Agreement. Party further agrees to include this provision in all subcontracts.

12. **Set Off**: The State may set off any sums which the Party owes the State against any sums due the Party under this Agreement; provided, however, that any set off of amounts due the State of Vermont as taxes shall be in accordance with the procedures more specifically provided hereinafter.

13. **Taxes Due to the State**:

   a. Party understands and acknowledges responsibility, if applicable, for compliance   with State tax laws, including income tax withholding for employees performing   services within the State, payment of use tax on property used within the State,   corporate and/or personal income tax on income earned within the State.

   b. Party certifies under the pains and penalties of perjury that, as of the date the   Agreement is signed, the Party is in good standing with respect to, or in full compliance with, a plan to pay any and all taxes due the State of Vermont.

   c. Party understands that final payment under this Agreement may be withheld if the Commissioner of Taxes determines that the Party is not in good standing with   respect to or in full compliance with a plan to pay any and all taxes due to the State   of Vermont.

   d. Party also understands the State may set off taxes (and related penalties, interest and   fees) due to the State of Vermont, but only if the Party has failed to make an appeal   within the time allowed by law, or an appeal has been taken and finally determined   and the Party has no further legal recourse to contest the amounts due.

14. **Child Support**: (Applicable if the Party is a natural person, not a corporation or partnership.) Party states that, as of the date the Agreement is signed, he/she:

   a. is not under any obligation to pay child support; or

   b. is under such an obligation and is in good standing with respect to that obligation; or

   c. has agreed to a payment plan with the Vermont Office of Child Support Services and is in full compliance with that plan.

   Party makes this statement with regard to support owed to any and all children residing in Vermont. In addition, if the Party is a resident of Vermont, Party makes this statement with regard to support owed to any and all children residing in any other state or territory of the United States.

15. **Sub-Agreements**: Party shall not assign, subcontract or subgrant the performance of this Agreement or any portion thereof to any other Party without the prior written approval of the State. Party also agrees

to include in all subcontract or subgrant agreements a tax   certification in accordance with paragraph 13 above.

16. **No Gifts or Gratuities**: Party shall not give title or possession of any thing of substantial value (including property, currency, travel and/or education programs) to any officer or   employee of the State during the term of this Agreement.

17. **Copies**: All written reports prepared under this Agreement will be printed using both sides of the paper.

18. **Certification Regarding Debarment:** Party certifies under pains and penalties of perjury   that, as of the date that this Agreement is signed, neither Party nor Party's principals (officers, directors, owners, or partners) are presently debarred, suspended, proposed for   debarment, declared ineligible or excluded from participation in federal programs, or   programs supported in whole or in part by federal funds.

Party further certifies under pains and penalties of perjury that, as of the date that this Agreement is signed, Party is not presently debarred, suspended, nor named on the State's debarment list at:

http://bgs.vermont.gov/purchasing/debarment

19. **Certification Regarding Use of State Funds:** In the case that Party is an employer and this Agreement is a State Funded Grant in excess of $1,001, Party certifies that none of these State funds will be used to interfere with or restrain the exercise of Party's employee's rights with respect to unionization.

20. **Internal Controls:** In the case that this Agreement is an award that is funded in whole or in part by Federal funds, in accordance with 2 CFR Part II, §200.303, the Party must establish and maintain effective internal control over the Federal award to provide   reasonable assurance that the Party is managing the Federal award in compliance with   Federal statutes, regulations, and the terms and conditions of the award. These internal controls should be in compliance with guidance in "Standards for Internal Control in the   Federal Government" issued by the Comptroller General of the United States and the   "Internal Control Integrated Framework", issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO).

21. **Mandatory Disclosures:** In the case that this Agreement is an award funded in whole or in part by Federal funds, in accordance with 2CFR Part II, §200.113, Party must disclose, in a   timely manner, in writing to the State, all violations of Federal criminal law involving fraud, bribery, or gratuity violations potentially affecting the Federal award. Failure to   make required disclosures may result in the imposition of sanctions which may include disallowance of costs incurred, withholding of payments, termination of the Agreement, suspension/debarment, etc.

22. **Conflict of Interest:** Party must disclose in writing any potential conflict of interest in accordance with Uniform Guidance §200.112, Bulletin 5 Section X and Bulletin 3.5 Section IV.B.

<div align="center">(End of Standard Provisions)</div>

Attachment D: Other Provisions for Information Technology Projects
STANDARD RIDER

TO SOFTWARE LICENSES AND END USER LICENSE AGREEMENTS

(SaaS)

1. **MODIFICATIONS TO LICENSOR DOCUMENTS**

The parties specifically agree that, for purposes of execution of the Licensor Documents, to which this Rider is attached, the Licensor Documents are hereby modified and superseded as follows:

(a) Any requirement that the State defend or indemnify Licensor or otherwise be liable for the expenses or reimbursement, including attorneys' fees, collection costs or license verification costs of Licensor, is hereby deleted from the Licensor Document.

(b) Any requirement that the State agree to binding arbitration or otherwise waive the State's right to a jury trial is hereby deleted from Licensor Documents.

(c) Licensor agrees that any the Licensor Documents shall be governed by and construed in accordance with the laws of the State of Vermont and that any action or proceeding brought by either the State or Licensor in connection with this Contract shall be brought and enforced in the Superior Court of the State of Vermont, Civil Division, Washington Unit.

(d) Nothing in the Licensor Documents shall constitute an implied or deemed waiver of the immunities, defenses, rights or actions arising out of State's sovereign status or under the Eleventh Amendment to the United States Constitution.

(e) Any provision which limits the time within which an action may be brought is hereby deleted.

(f) Any provision which defines obligations of the State to maintain the confidentiality of Licensor shall be subject to the laws of the State of Vermont.

(g) All State purchases must be invoiced tax free. An exemption certificate will be furnished upon request covering taxable items. Licensor agrees to pay all Vermont taxes which may be due as a result of this Agreement.

(h) Limitations or exclusions of liability shall not apply to State claims arising out of (i) Licensor's obligation to indemnify the State for infringement; (ii) personal injury or damage to real or personal property; or (iii) gross negligence, fraud or intentional misconduct. The parties acknowledge and agree that limits of liability shall not apply to third party claims arising from the acts or omissions of a party in the performance of this Agreement. Further, in no event shall the State release the Licensor from direct damages arising from the loss or corruption of data or any damages arising from the Licensor's gross negligence, including exemplary or punitive damages.

(i) To the extent Licensor is a "data collector" for purposes of 9 V.S.A. §2430, Licensor shall comply with all applicable requirements of 9 V.S.A. §2435.

(j) Records Available for Audit: Licensor shall maintain all records pertaining to performance under this agreement. "Records" means any written or recorded information, regardless of physical form or characteristics, which is produced or acquired by Licensor in the performance of this agreement. Records

produced or acquired in a machine readable electronic format shall be maintained in that format. The records described shall be made available at reasonable times during the period of the Agreement and for three years thereafter or for any period required by law for inspection by any authorized representatives of the State or Federal Government. If any litigation, claim, or audit is started before the expiration of the three year period, the records shall be retained until all litigation, claims or audit findings involving the records have been resolved.

(k) Fair Employment Practices and Americans with Disabilities Act: Licensor agrees to comply with the requirement of Title 21V.S.A. Chapter 5, Subchapter 6, relating to fair employment practices, to the full extent applicable. Licensor shall also ensure, to the full extent required by the Americans with Disabilities Act of 1990, as amended, that qualified individuals with disabilities receive equitable access to the services, programs, and activities provided by Licensor under this Agreement. Licensor further agrees to include this provision in all subcontracts for services performed in the State of Vermont.

(l) The State may set off any sums which Licensor owes the State against any sums due Licensor under this Agreement; provided, however, that any set off of amounts due the State of Vermont as taxes shall be in accordance with the procedures more specifically provided hereinafter.

(m) Taxes Due to the State:

    i.   Licensor understands and acknowledges responsibility, if applicable, for compliance with State tax laws, including income tax withholding for employees performing services within the State, payment of use tax on property used within the State, corporate and/or personal income tax on income earned within the State.

    ii.   Licensor certifies under the pains and penalties of perjury that, as of the date the Agreement is signed, Licensor is in good standing with respect to, or in full compliance with, a plan to pay any and all taxes due the State of Vermont.

    iii.   Licensor understands that final payment under this Agreement may be withheld if the Commissioner of Taxes determines that Licensor is not in good standing with respect to or in full compliance with a plan to pay any and all taxes due to the State of Vermont.

    iv.   Licensor also understands the State may set off taxes (and related penalties, interest and fees) due to the State of Vermont, but only if Licensor has failed to make an appeal within the time allowed by law, or an appeal has been taken and finally determined and Licensor has no further legal recourse to contest the amounts due.

(n) No Gifts or Gratuities: Licensor shall not give title or possession of anything of substantial value (including property, currency, travel and/or education programs) to any officer or employee of the State during the term of this Agreement.

(o) Certification Regarding Debarment: Licensor certifies under pains and penalties of perjury that, as of the date that this Agreement is signed, neither Licensor nor Licensor's principals (officers, directors, owners, or partners) are presently debarred, suspended, proposed for debarment, declared ineligible or excluded from participation in federal programs, or programs supported in whole or in part by federal funds.

Licensor further certifies under pains and penalties of perjury that, as of the date that this Agreement is signed, Licensor is not presently debarred, suspended, nor named on the State's debarment list at: http://bgs.vermont.gov/purchasing/debarment

(p) The State shall own all right, title and interest in its data that is related to the services provided hereunder.

(q) At no time will any data provided by or on behalf of the State be copied, disclosed, or retained by Licensor or any party related to Licensor for subsequent use in any transaction that does not include the State. The Licensor may not use any State data collected in connection with this service for any purpose other than fulfilling the service contemplated herein.

(r) The Licensor shall not store or transfer State data outside of the United States.

(s) When requested by the State, the Licensor must destroy all requested data in accordance with National Institute of Standards and Technology (NIST) approved methods and certificates of destruction must be provided to the State.

(t) The Licensor will not access the State User accounts or State data except (i) in the course of data center operations; (ii) response to service or technical issues; or (iii) at the State's request.

(u) The Licensor shall (i) ensure the State data is protected with reasonable security measures; (ii) safeguard the confidentiality, integrity and availability of the State data; and (iii) ensure appropriate security measures are put in place to protect the Licensor's internal systems from intrusions and other attacks.

(v) In lieu of any requirement that may be in a Licensor Document that the State provide the Licensor with access to its system for the purpose of determining State compliance with the terms of the Licensor Document, upon request and not more frequently than annually, the State will provide Licensor with a certified report concerning the State's use of any software licensed for State use pursuant this Agreement. The parties agree that any non-compliance indicated by the report shall not constitute infringement of the Licensor's intellectual property rights, and that settlement payment mutually agreeable to the parties shall be the exclusive remedy for any such non-compliance.

For purposes of this Standard State Rider:

"State" shall mean the State of Vermont, acting through one or more of its agencies, departments, boards, commission or other entities empowered to enter into contracts on behalf of the State.

"Licensor Documents" shall mean one or more document, agreement or other instrument required by Licensor in connection with the performance of the products and services being purchased by the State, regardless of format, including the license agreement, end user license agreement or similar document to which this Rider is attached, any hyperlinks to documents contained in the Licensor Documents, agreement or other instrument and any other paper or "shrinkwrap," "clickwrap" or other electronic version thereof.

2. **ORDER OF PRECEDENCE.**
   This Rider shall in all cases take precedence over the Licensor Documents and any ambiguity, conflict or inconsistency in the Licensor Documents shall be resolved in accordance with this order of precedence.

NO SUBSEQUENT, UNILATERAL MODIFICATION OF TERMS BY LICENSOR ("SHRINK WRAP").

Notwithstanding any other provision or other unilateral license terms which may be issued by Licensor after the dated date of this Rider, and irrespective of whether any such provisions have been proposed prior to or after the issuance of an order for the products and services being purchased by the State, as applicable, the components of which are licensed under the Licensor Documents, or the fact that such other agreement may be affixed to or accompany the products and services being purchased by the State, as applicable, upon delivery ("shrink wrap"), the terms and conditions set forth herein shall supersede and govern licensing and delivery of all products and services hereunder.

Attachment E: Library Data Security and Confidentiality

The parties acknowledge that reasonable and appropriate use of the services and technology provided by the Contractor to further library administration purposes under a State Contract requires that certain data, including library patron registration and transaction data, be captured and maintained electronically on Contractor's servers. The purpose of this Attachment is to provide the terms for the security and confidentiality of State data, including Library Patron Data that are reviewed, retained or transferred electronically by or to the Contractor as part of services provided to the State.

Contractor shall hereby be designated as a special agent of the State for the sole purpose of providing software and support for one or more of the following systems: State's Resource Sharing System; Library Management System for the Department of Libraries' Collections; and/or the Shared Library Management System, and corresponding functions used by the State, including Library Patron Data, as defined below, via State and "member" library union or individual library catalogs. Contractor shall not be authorized to act as a general agent of the State or the "member" libraries whose bibliographic records appear in the State system and shall not hold itself out to any third party as an agent of the State or these libraries absent specific written authorization by the State.

The parties agree as follows:
1. "Library Patron Data" shall mean library records, in any form or medium, of the State and any "member" library, in any form, reviewed, received and collected by Contractor under the Contract that contain information a library patron must provide in order to be eligible for borrowing privileges or contain names or other personal identifying information that discloses an individual's activities within a library, including the materials that have been viewed in print or electronic form, research questions posed, materials in any format that the patron has requested through interlibrary loan or has borrowed, or any other library service or consultation that the patron has requested, as protected under the Vermont Library Patron Records Act, 22 VSA § 171 et. seq.

2. "Member library" shall mean all records, in any form or medium, of the State and any Vermont school, public, academic, or special "member" library received and collected by Contractor in connection with the Contract, including but not limited to, Library Parton Data.

3. Confidentiality of Library Information. All State and "member" library data shall remain at all times the property of the State and the "member" libraries, as applicable, whether stored by the State, Contractor, or individual "member" libraries; and the Contractor will not share, sell, rent or in any other way disclose these data to any other party, including in the event that the Contractor is acquired by or merged with another entity, unless provided with prior written approval of the State.

Contractor will take reasonable measures as are necessary to restrict access to State and "member" library data in the Contractor's possession to those employees on Contractor's staff who must have the information on a "need to know" basis. To the extent permitted by law, Contractor shall promptly, but in not more than twenty-four (24) hours, notify the State of any request or demand by any court, governmental agency or other person asserting a demand or request for library data to which the Contractor or any third party hosting service of the Contractor may have access, so that the State may seek an appropriate protective order. With respect to any "member" library data it receives, maintains and/or transmits, in electronic media or in any other form or medium, Contractor shall, in good faith, exercise due diligence using generally accepted commercial business practices for information technology security, to ensure that systems are operated and maintained in a secure manner, and that management, operational and technical controls will be employed to ensure security of systems and data.

The Contractor shall: (a) Implement administrative, physical and technical safeguards that protect the confidentiality, integrity and availability of all State and library data; (b) protect against any reasonably anticipated threats or hazards to the security or integrity of State and library data; (c) ensure that any employee, officer or agent to whom Contractor provides State and library data agrees to implement reasonable and appropriate safeguards to protect such records; and (d) Within the most expedient time possible, but in not more than twenty-four (24) hours, report to the State any unauthorized acquisition or access of computerized data, or a reasonable belief of an unauthorized acquisition of State or library data that compromises the security, confidentiality or integrity of the data (a "Security Breach"), caused or contributed to by the Contractor's officers, employees or agents once the Contractor has determined that a breach has occurred. A Security Breach may include compromise by malware, search engine web crawler, password compromise or access by an individual or automated program due to a failure to secure a system or adhere to established security procedures.

In the event of a Security Breach, Contractor shall immediately suspend all transmissions of State and library data. All transmissions of such data shall remain suspended until otherwise directed by the State. Contractor shall also make reasonable efforts to promptly cure such breach, and if cure of the breach is infeasible, Contractor shall immediately notify the State. Contractor's report shall identify: (i) the nature of the Security Breach, (ii) the data used or disclosed, (iii) who made the unauthorized use or received the unauthorized disclosure, (iv) what Contractor has done or shall do to mitigate any deleterious effect of the unauthorized use or disclosure, and (v) what corrective action Contractor has taken or shall take to prevent future similar unauthorized use or disclosure. Contractor shall provide such other information, including a written report, as reasonably requested by the State.

4. Notification of Release. Contractor shall comply with all applicable laws that require the notification of individuals in the event of unauthorized release of State or "member" library data comprised of personally-identifiable information, including, but not limited to, Chapter 62 of Title 9 of the Vermont Statutes or other event requiring notification. In the event of a breach of any of Contractor's security obligations or other event requiring notification under applicable law ("Notification Event"), Contractor agrees to assume responsibility, and all associated costs, for informing all such individuals in accordance with applicable law. Contractor acknowledges and agrees that, by execution of the Contract, it acknowledges it is acting or conducting business in the State of Vermont.

5. Liability for Release. Notwithstanding anything herein, or in Contractor's Documents to the contrary, Contractor shall fully defend any claim against the State, and fully indemnify and save harmless the State from any loss or damage to the State, resulting in whole or in part from the disclosure by the Contractor, its officers, agents, employees, and subcontractors.

6. Data Transfer. Contractor agrees to store and process State and "member" library only in the continental United States.

1. Ownership of Data; User Name. Contractor acknowledges and agrees that all components of the data which belong to the State and/or applicable "member" library(ies), and that the Contractor acquires no rights or licenses, including, without limitation, intellectual property rights or licenses, to use any component of the data for its own purposes. In no event shall the Contractor claim any security interest in any component of the State or "member" library data.

8. Access to Data. In the event the Contractor ceases conducting business in the normal course becomes insolvent, makes a general assignment for the benefit of creditors, suffers or permits the appointment of a receiver for its business or assets or avails itself of or becomes subject to any proceeding under the Federal Bankruptcy Act or any statute of any state relating to insolvency or the protection of rights of creditors, the Contractor shall

immediately return all data to State control; including, but not limited to, making all necessary access to applicable remote systems available to the State for purposes of downloading all "member" library data. The Contractor's policies regarding the retrieval of data upon the termination of services have been made available to the State prior to execution of this Contract under separate cover. The Contractor shall provide the State with not less than thirty (30) days advance written notice of any material amendment or modification of such policies. The parties agree that upon termination of this Contract, the Contractor shall, at the choice of the State, either return all data transferred and the copies thereof to the State or shall destroy all data and certify to the Security Office of the State that it has done so.

9. Public Statements. The Contractor agrees that it will not, directly or indirectly make any public comments (including, without limitation, by way of news interviews or the expression of personal views, opinions or judgments to the media) about the State or "member" libraries and any of their officers or employees; or refer to the State or the "member" libraries in any publicity materials, information pamphlets, press releases, research reports, advertising, sales promotions, trade shows, or marketing materials or similar communications to third parties except with the prior written consent of the State prior to release.

10. Back-Up Policies: The Contractor's back-up policies have been made available to the State prior to execution of this Contract under separate cover. The Contractor shall provide the State with not less than thirty (30) days advance written notice of any material amendment or modification of such policies.

11. Contractor Bankruptcy. Contractor acknowledges that if Contractor, as a debtor in possession, or a trustee in bankruptcy in a case under Section 365(n) of Title 11, United States Code (the "Bankruptcy Code"), rejects this Contract, the State may elect to retain its rights under this Contract as provided in Section 365(n) of the Bankruptcy Code. Upon written request of the State to Contractor or the Bankruptcy Trustee, Contractor or such Bankruptcy Trustee shall not interfere with the rights of the State as provided in this Contract.

Attachment F: Workers Compensation; State Contracts Compliance Requirement; Self Reporting

This form must be completed in its entirety and submitted as part of the response for the proposal to be considered valid.

The Department of Buildings and General Services in accordance with Act 54, Section 32 of the Acts of 2009 and for total projects costs exceeding $250,000.00, requires bidders comply with the following provisions and requirements.

Bidder is required to self report the following information relating to past violations, convictions, suspensions, and any other information related to past performance relative to coding and classification for worker's compensation. The state is requiring information on any violations that occurred in the previous 12 months.

Summary of Detailed Information	Date of Notification	Outcome

Bidder hereby certifies that the company/individual is in compliance with the requirements as detailed in Act 54, Section 32 of the Acts of 2009.

Date: _____

Name of Company: _____   Contact Name: _____

Address: _____   Title: _____

_____   Phone Number: _____

E-mail: _____   Fax Number: _____

By: _____   Name: _____

   Signature (Bid Not Valid Unless Signed)*   (Type or Print)

*Form must be signed by individual authorized to sign on the bidder's behalf.

Attachment G: Workers Compensation; State Contracts Compliance Requirement; Subcontractor Reporting Form

This form must be completed in its entirety and submitted prior to the commencement of work and updated as necessary and provided to the State as additional subcontractors are hired.

The Department of Buildings and General Services in accordance with Act 54, Section 32 of the Acts of 2009 and for total project costs exceeding $250,000.00 requires bidders to comply with the following provisions and requirements.

Contractor is required to provide a list of subcontractors on the job along with lists of subcontractor's subcontractors and by whom those subcontractors are insured for workers' compensation purposes. Include additional pages if necessary. This is not a requirement for subcontractor's providing supplies only and no labor to the overall contract or project.

Subcontractor	Insured By		Subcontractor's Sub	Insured By

Date: _____

Name of Company: _____   Contact Name: _____

Address: _____   Title: _____

_____   Phone Number: _____

E-mail: _____   Fax Number: _____

By: _____   Name: _____

Failure to adhere to Act 54, Section 32 of the Acts of 2009 and submit Subcontractor Reporting: Workers' Compensation; State Contracts Compliance Requirement will constitute non-compliance and may result in cancellation of contract and/or forfeiture of future bidding privileges until resolved.

Send Completed Form To: Office of Purchasing & Contracting

10 Baldwin Street

Montpelier, VT 05633-7501

Attention: Contract Administration

Appendix H: Econometric Modeling Questionnaire

For bid amounts exceeding $100,000.00 bidders are required to respond to the questions identified below.

Act 112 of the Acts of 2012, "An act relating to evaluating net costs of government purchasing," requires the Secretary of Administration and the legislative economist to design and implement a pilot project to help measure the net fiscal impact to the state of certain identified purchases. In order to accomplish this goal, we are seeking data on contracts for goods and services to support the econometric evaluation.

Questions have been identified that may assist the state in the data collection process which will ultimately be used for Econometric Modeling. Indicate N/A if not applicable.

1.   Vermont-based company?

Yes:_____   No:_____

2.   Describe your company's presence in Vermont:

Description:

3.   Indicate number of employees residing in Vermont:_____

4.   Indicate percentage (%) of employees residing in Vermont:_____(%)

5.   Indicate Vermont payroll for most recent fiscal year: $_____

6.   Indicate percent (%) of total payroll in Vermont: _____(%)

When responding to questions 7 and 8, please indicate: Yes, No, or Not known at time of bid.

7.   If Out-of-State Vendor (see Question 1), do you expect to use Vermont subcontractors to fulfill any portion of the Contract? Or, will Vermont be the source of any portion of goods sold?

8.   If Vermont Vendor (see Question 1), will out-of-state subcontractors or goods sourced outside of Vermont be used to fulfill any portion of the contract?

Name of Bidder: _____

Signature of Bidder: _____

Date: _____

Appendix A: Resource Sharing System: Current Z39.50 Targets

Library/Collection	Automation System	Library Type
Aldrich Public Library	Follett Destiny	Public
Burlington College	OPALS	Academic
Catamount Library Network	Koha	Public
Cobleigh Public Library	TLC	Public
Dartmouth College	Innovative, Sierra	Academic
Fairfax Community Library	Follett Destiny	Public / K12 School
Fletcher Free Library	Innovative, Polaris	Public
Grand Isle Free Library	Follett Destiny	Public
K-12 Libraries Union Catalog (VALS)	SirsiDynix Symphony	K12 School
Kellogg-Hubbard Library	Follett Destiny	Public
Kimball Public Library	Koha	Public
Manchester libraries	Follett Destiny	Public / K12 School
Marlboro College Library	Koha	Academic
Middlebury College Library	Innovative, Millennium	Academic
Mt. Abraham HS and Bristol Elementary	Follett Destiny	K12 School
Norman Williams Public Library	Mandarin Oasis	Public
Pettee Memorial Library	Follett Destiny	Public
Public Library Union Catalog (VALS)	SirsiDynix Symphony	Public
Rochester Public Library	Mandarin Oasis	Public
Rochester School Library	Mandarin Oasis	K12 School
Sherburne Memorial Library	Mandarin Oasis	Public
St. Johnsbury Academy Library	Follett Destiny	K12 School
St. Michael's College Library	Voyager	Academic
University of Vermont Library	Voyager	Academic
Vermont Archives & Manuscript Catalog	Voyager	Special
Vermont Newspaper Index	Voyager	Special
Vermont State Colleges	SirsiDynix Symphony	Academic
VOKAL libraries	Koha	Public

Appendix B: Checklist for Library Management System for Department of Libraries' Collections

Please indicate whether your system meets the specifications listed below, with a Y (Yes) or N (No). In the "Comment" section, please provide any relevant information about availability and configuration of a particular specification, particularly whether or not a given capability can or cannot be configured to the Department's preferences without customization by the Vendor. Provide comments as necessary to clarify or qualify a Yes or No reply.

PUBLIC INTERFACE: APPLICATION/FUNCTIONALITY

Specification	YES (Y), NO (N)	Comments
1. Negative search results will automatically move to a list of closest "hits" which can be browsed by the end-user.		
2. System handles character case in a consistent manner, allowing equal functionality for searches that are (or are not) case-sensitive (e.g., "CAT" vs. "Cat" vs. "cat").		
3. A keyword search will search each MARC field within a bibliographic record.		
4. System allows configuration of which MARC fields and sub-fields are searched as part of a TITLE, AUTHOR, SUBJECT, or SERIES search.		
5. System can separate out call number searches by classification type (e.g., SuDoc, LC, Dewey) and sort each correctly.		
6. System has a method to keep the end-user "linked" or connected to the OPAC when he/she connects from the Web OPAC to another Web page.		
7. System does not constrain the number of records retrieved, sorted, or displayed unless doing so would cause a severe degradation of the user experience.		
8. System can save searches for printing, downloading, or emailing following the search.		
9. System allows end-user to print search-result screens, brief records, full records, and MARC records.		
10. System will permit users to download the search-result screen for brief records and full records.		
11. Users can mark records for downloading, printing, or emailing.		
12. System has a mobile interface.		
13. The user interface has a responsive design that provides an optimal viewing and interaction experience.		

Specification	YES (Y), NO (N)	Comments
14. Social media-sharing features are or may be embedded.		

PUBLIC INTERFACE: USER EXPERIENCE

Specification	YES (Y), NO (N)	Comments
1.System provides users with a graphic interface, and with an optional text-based interface.		
2. System provides ADA-compatible features.		
3. System provides useful patron "Help" screens which library may customize to local needs.		
4. Public interface customizations, for both functionality and style, can be maintained without specialized coding skills.		
5. System gives users the ability to define the content and layout of displays, and browse by title, author, illustrator, subject, series, ISBN, ISSN, keyword, and call number (Dewey, LC, or SuDoc).		
6. System allows the library to hide (or not display) certain fields in bibliographic records to the end-user.		
7. System allows the library to hide or mask certain bibliographic records from end users.		
8. 'Brief records,' as well as 'full records,' can be configured by the library to include a variety of different MARC fields and sub-fields.		
9. The system's Web interface will print only citations from the search results, and not the entire Web browser page, and will allow the end-user options for selecting citations to print.		
10. Users have the ability to create individual accounts in the system and can update account information online.		

PUBLIC INTERFACE: SEARCHING AND SEARCHES

Specification	YES (Y), NO (N)	Comments
1. Efficient and user-friendly keyword search capabilities.		

Specification	YES (Y), NO (N)	Comments
2. Users can search by LC subject headings.		
3. Users can search by author.		
4. Users can search by illustrator.		
5. Users can search by title.		
6. Users can search by serial title		
7. Users can search by ISBN.		
8. Users can search by ISSN.		
9. Users can search by call number (including SuDoc number).		
10. Users can search by item location.		
11. Users can search by format.		
12. System includes "See" and "See Also" references for subject and authority headings.		
13. Users can limit search results by date of publication, shelving location, or library location.		
14. Users have the ability to search the catalog for items using reading-level criteria such as Lexile measures.		
15. Users can save a single citation, or a list of citations and access this information in a variety of ways, including a "My Account" feature, email, and social media tools, including Facebook and Twitter.		
16. System maintains an alternative-spelling list for common typos or British spellings.		
17. System automatically strips "a, an, the" from the query when it is the first word of a title or series.		
18. System includes a word stop list, which the library can tailor for local specific needs.		
19. System can include common abbreviations for journals as "See" references for the full title.		
20. NAME searches can be made as [last name, first name], but will automatically reverse the name elements when processing searches, and will also search when a single name is used (i.e., given name or surname).		
21. System will KEYWORD search in any order (i.e., "gone wind" or "wind gone" would find "Gone with the Wind").		
22. Search results can be sorted in alphabetic order by title or author, in chronological order, by publication date, or in call number order.		

Specification	YES (Y), NO (N)	Comments
23. Users can set search results for a default sort for an entire search session.		
24. System permits displays for at least 4 types of records, including: • Brief Record • Full Record • Citation • MARC Record		
25. The search-results screen can be configured by the library to display any combination of MARC fields.		
26. Serial holdings, analytics and 8XX fields display clearly, indicating individual library holdings.		
27. The search result screen can be configured by the library to display the following: • Item type • Call number • Shelving location • Library location • Circulation status (including due date and hold status)		
28. Hold status shows estimated wait time for an item.		
29. Brief record results display the following: • Item type • Shelving location • Library location • Call number • Circulation Status (with due date for items checked out)		
30. System will index or "read" MARC indicators, as well as main fields.		
31. Keyword name searching includes searching of the entire bibliographic record, not just authority records.		

CATALOGING AND BIBLIOGRAPHIC MAINTENANCE: OPERATION & FUNCTIONALITY

Specification	YES (Y), NO (N)	Comments
1. Windows interface will support multiple opened "windows" including system and remote database opened files to facilitate comparison of multiple records regardless of database location.		

Specification	YES (Y), NO (N)	Comments
2. Performs global authority updates when authority or index record is changed. Associated bibliographic records are also changed in real time.		
3. Allows creation of original cataloging records within system and bypass of the library's bibliographic utility, if needed.		
4. Allows creation of duplicate or 'clone' records for further editing.		
5. System supports fast adds.		
6. Loads files from outside sources, (i.e., OCLC, Marcive, institutional repositories, etc.).		
7. System performs spell checking when creating a bibliographic record.		
8. Performs global search and replace functions in real time.		
9. System offers the ability to suppress records from the patron interface, such as new bibliographic records which need to be reviewed or matched with item records.		
10. Handles real time changes to the system - no overnight downloading/uploading.		
11. Edits bibliographic records in real time.		
12. Retrieves item records by barcode, call number, title, author, ISBN, ISSN, SuDoc, URL, series and keyword.		
13. Retrieves item records and links to full bibliographic records, and vice versa.		
14. Allows multiple item record links to one bibliographic record.		
15. Links multiple bibliographic records to one another (for example, when booklets have been bound together).		
16. Deletes selected and multiple item records in a single transaction.		
17. Participating libraries can specify which fields are mandatory and automatically set certain default fields.		
18. Call number field length is clearly specified.		
19. Call number fields are long enough to accommodate long call numbers, such as theses and SuDocs.		
20. System offers smart call number fields, so that participating libraries do not have to place "0"s in front of single or two digit call numbers in order to sort correctly for patrons.		
21. Libraries can print bar code labels from the system (call number and/or title).		

Specification	YES (Y), NO (N)	Comments
22. Able to update local database(s) with holdings information (add/delete/edit) without overlaying existing locally-enriched MARC records.		
23. Able to update holdings information (individually or globally) in local system and OCLC (add/delete/edit) in a single operation.		
24. Ability to set up import match points for basic MARC fields, specifically, the 856, 538, or 530 tags.		
25. Where a single bibliographic record has several item or holding records attached, the library cab configure whether or not the associated bibliographic record is deleted.		
26. System offers the ability to move item records from one bibliographic record to another without losing circulation, inventory, and other item-specific information.		
27. Clear options for analytic sorting.		
28. Items have options for entering both public notes and staff notes.		
29. Public notes display in the public interface.		

CATALOGING AND BIBLIOGRAPHIC MAINTENANCE MODULE: AUTHORITY & STANDARDS

Specification	YES (Y), NO (N)	Comments
1. Reports first time and duplicate use of authority headings.		
2. Adds and deletes subject and author cross-references.		
3. Handles full MARC authority records.		
4. Allows for duplicate bibliographic items; system flags duplicate downloaded records from a bibliographic source such as OCLC.		
5. Handles non-standard bibliographic records such as technical reports.		
6. Integrates, without deleting newer 'higher quality records,' with older non-standard bibliographic records, such as those without LCCN, ISBN, or ISSN. This includes interim records with WLN numbers and not OCLC numbers.		
7. Handles non-LCSH headings, such as MESH, GILS, Transportation Research Thesaurus, Art and Architecture Thesaurus, COSADI, etc.		

Specification	YES (Y), NO (N)	Comments
8. Able to perform authority file updates, downloading authority records from the Library of Congress and from other sources, in an interactive process (non-batch), although batch authority updates are a requirement as well.		
9. Performs automatic verification of valid tags and sub-fields.		
10. System will be capable of managing all record formats, including XML and including new formats such as RDA.		
11. System offers efficient interface between bibliographic utilities (currently OCLC) and system.		

CATALOGING AND BIBLIOGRAPHIC MAINTENANCE: REPORTING FEATURES

Specification	YES (Y), NO (N)	Comments
1. Generates a variety of "reports" and statistics on cataloging and maintenance records. Reports must include statistics on number of item records added, bibliographic records added, total number of records, and changes made to records.		
2. Where a standard pre-packaged report is not available, customized reports can be created without special programming knowledge or expert programming skills. For example, reports to identify all "large print" items added on or before a certain date. If a canned query and report is not available, devising such a report should be something any participating librarian could do on his or her own.		
3. Application supports label printers and includes a highly functional label-generating application. Alternatively, application supports third-party label generating programs.		

CIRCULATION: OPERATIONS & FUNCTIONALITY

Specification	YES (Y), NO (N)	Comments
1. System accommodates both automatic and manual blocks.		
2. System offers set loan periods based upon a combination of patron type, location, or media type; or upon item type (such as reserve and media type).		
3. System is able to provide an override for non-circulating materials with appropriate password authority.		
4. System is able to provide an override for blocked records with appropriate password authority.		
5. System has a simple patron registration.		
6. Alternate patron IDs can be assigned.		
7. Users are able to register for a library card via the user interface.		
8. System integrates with participating libraries' administrative systems for patron lists.		
9. System has features that allow 'anonymous' circulation of pamphlets and serials.		
10. Patron records include substantial history such as past fines, actions, pardons, etc.		
11. Retrieves patron records by patron ID, alternate patron ID, name, phone number, etc.		
12. Library staff are able to create brief ('on the fly') records for items which do not have bibliographic and/or item records.		
13. System has an easy to use fines/accounting package.		
14. System checkout is compatible with magnetic strip and/or barcode.		
15. System supports handheld scanning devices for the purposes of checking inventory or weeding.		
16. Offers flexible loan periods, including periods from one hour to six months.		

Specification	YES (Y), NO (N)	Comments
17. Offers a user-friendly system that library staff can learn quickly.		
18. Permissions or access limits are based upon circulation staff responsibilities.		
19. System can set "thresholds" that prevent further checkout, such as number of renewals, number of current overdue charges, number of items checked out, or amount of fines due.		
20. System can search by status or location, such as "lost."		
21. System provides a "mark item used" feature to track in-house circulation.		
22. System has note and/or comment fields on patron records and will keep these fields masked from patrons.		
23. System supports receipt printer to produce list of items checked out for patron while items are being checked out.		
24. Patron records may be blocked for the following reasons: • Overdue material • Lost card • Excessive "claims returned" • Excessive fines • Renewal limit exceeded • Registration expired • Invalid or bad address • Other information recall items • Overdue ILL items • Manual block for institution specific reason		
25. Library staff may purge patrons who have not been active since a specific date (defined by the library) but system retains and flags for later deletion individual patron records with outstanding obligations.		
26. System offers the ability to track materials "claimed returned" by patrons.		

Specification	YES (Y), NO (N)	Comments
27. System provides compatibility with peripherals such as barcode scanners, receipt printers, circulation mailers, etc.		
28. System has been successfully implemented with the integration of the self-checkout systems of most major suppliers. *Please list suppliers and systems in the comments section.*		
29. System has been successfully implemented with the integration of a variety of systems for managing public access computers, print management, and debt collection services. *Please list systems in the comments section.*		

CIRCULATION MODULE: INTERFACE

Specification	YES (Y), NO (N)	Comments
1. Access to patron and bibliographic databases accomplished from within the circulation module.		
2. System checks patron status and provides clear visual and auditory signals to circulation staff of any exception or problem condition. Exception conditions include: • Expired patron registration • Overdue books • Fines/fees owed • Holds/recalls/ILL available • Blocked status according to note/message parameters		
3. System will give a warning "ping" and flash a warning sign for specific fields such as "fines owed by patron" or when a book contains an additional CD-ROM or map. The system will not permit further processing until the circulation staff acknowledges the warning. The warning can occur both at checkout and on return of an item.		

Specification	YES (Y), NO (N)	Comments
4. Individual libraries can assign preferred audible signals to these system warning sounds.		
5. System supports pop-up alerts informing circulation staff of associated media with item is being checked out; note for alert may be generated at any time.		
6. System allows staff to determine why a checkout is denied from within the Circulation module.		

CIRCULATION MODULE: HOLDS, RENEWALS, FINES & OVERDUES FUNCTIONS

Specification	YES (Y), NO (N)	Comments
1. All notices offer mailing and emailing options.		
2. The system can automatically generate a hold notice by email or mail to the patron when an item on hold for that patron becomes available.		
3. System keeps history of patron fines, including waived fines, on patron records.		
4. System allows items to be overdue without fine attached until the item is declared "lost."		
5. System assesses replacement cost charges and overdue fees.		
6. Fines persist on the patron record for returned temporary or 'on the fly' generated items such as magazines, vertical file items, or, in some instances, paperback books, even after the 'on-the-fly' record has been deleted.		
7. System produces a list of outstanding fines within a specific time range on demand.		
8. Users can do self-renewals.		
9. System allows renewal of all items for a borrower with a single command.		
10. Library staff are able to change due date of renewed items.		
11. System places holds and recalls on items that are either checked out or on shelf.		

Specification	YES (Y), NO (N)	Comments
12. System allows holds placed on specific item-level records, as well as bibliographic level items.		
13. System is able to print and/or download a listing of holds and recalls.		
14. System can produce on demand hold ("pull") lists.		
15. Hold permissions can be set at single library or, in the case of multiple libraries sharing users, at group levels, or, in the case of multiple user sharing groups, at multiple group levels.		
16. System will prohibit duplicate holds or recalls on an item that has already been requested by a patron.		
17. System will prohibit holds or recalls when a patron currently has the same item checked out.		
18. System will prohibit renewal of an item which has a hold or recall, according to configurable rules.		
19. Fines are accrued and accounted in real time.		
20. All notices are customizable at the library level. Notices can include such information as: • Customized greeting or notice information • Borrower ID, name, address, phone(s), e-mail, and patron type • Overdue title, call number, author, and item number • Due dates • Date of notice • Total amount of fines • State department/agency		

CIRCULATION: BACKUP & SYSTEM OPERATION

Specification	YES (Y), NO (N)	Comments
1. System can provide automatic daily uploads of fines, overdues, holds, etc.		

Specification	YES (Y), NO (N)	Comments
2. System uses variable length fields in borrower records, except those fields such as ID, zip code, telephone numbers and other predefined codes and abbreviations.		
3. Patron ID's will be unique and not permit duplication.		
4. System provides for data to be immediately updated when patron records are added, changed, or deleted.		
5. System includes a circulation backup system.		
6. Circulation system is highly customizable.		
7. Offline system will permit patron registration and check out/in of items.		
8. Offline system will interact with primary system to permit transfer of data to the primary system.		
9. System can e-mail overdue, available holds, and recall notices to borrowers with appropriate e-mail addresses.		
10. System can call, or integrate with a calling system, to notify borrowers of overdues, available holds, or recall notices by telephone.		
11. System allows controlled access to patron records from other participating libraries (protecting patron privacy while allowing mutually consenting libraries access to patron data).		

CIRCULATION: REPORTING FEATURES

Specification	YES (Y), NO (N)	Comments
1. System can generate reports based on: • Overdues by patron type, patron library, state department, collection, classroom, department, teacher, or grade level • Overdues by date or time (for example, one-hour loans for that day)		

• "Claimed Returned" (item is claimed returned by patron, but not on shelf) • Combination of fines and patron types (for example, "temporary employee" patrons) • Lost items • "In transit" items • Missing items • Holds • Circulation statistics • Renewals • Conversions (brief records) • Recalls • Total patrons within the system • Patron type • LC classification ranges • SuDoc classification ranges • Dewey classification ranges • Library (Branch) location		
2. Data is maintained in one-hour segments with capability to produce daily, weekly, monthly, quarterly, and annual reports.		
3. System is able to store and electronically transfer reports for remote printing or downloading.		
4. System is able to use Boolean operators in generating reports.		
5. Any authorized staff member can generate reports.		
6. System supports printed 'pick lists' of patrons with overdue or hold items, including patrons' phone numbers.		
7. System can generate daily overdue notices.		
8. Patron notices must be easily modified.		
9. Participating libraries can customize patron notices.		
10. With appropriate authorization, library staff is able to see who had a book checked out last.		
11. Item records record how many times an item has circulated.		
12. System will generate notices for overdues, holds, recalls, and bills.		

Specification	YES (Y), NO (N)	Comments
13. System can produce scheduled reports that will run regularly.		
14. System can produce on-demand reports for patrons, items, bills, and overdues.		
15. System produces lists of patrons arranged by name, type, state government department, and/or ID number.		
16. System is able to print receipts including checkout and returned items, and payment/fines.		
17. System is able to prepare, print and/or email all notices to patrons. Each branch library can specify the time frame for printing notices.		
18. System is able to print a single notice for a borrower who has multiple overdues.		
19. Authorized library staff may change the text of notices as policy changes dictate.		
20. System is able to suppress overdue notices on "claimed returned" items.		
21. System is able to print and email holds, overdues, and billings notices at specific library locations.		
22. System is able to print a list of designated items in shelf-list order.		
23. System is able to print overdue notices for reserves on a daily basis.		
24. System allows authentication and user lists to build patron databases, as well as control access.		
25. System has an interface with touch tone telephone access to patron records allowing telephone renewals, information on due dates, number of items checked out, and any notices or fines.		
26. System is able to perform booking functions.		
27. System is able to book items 365 days in advance.		
28. System is able to print all bookings.		
29. System is able to calculate time required for shelf retrieval, pick up, delivery (including mailing) for booked titles.		

Specification	YES (Y), NO (N)	Comments
30. System is able to prepare routing labels and slips for items (such as periodicals with a routing list).		
31. Patron list can be used to send global mailed and/or e-mailed notices to all or part of the patron database.		
32. System allows libraries to designate closed days or dates and avoid fines on those dates.		

ACQUISITIONS: OPERATIONS, INTERFACE, & FUNCTIONALITY

Specification	YES (Y), NO (N)	Comments
1. The catalog and acquisitions systems are linked in order for changes in the cataloging record to be reflected in the acquisitions module, thereby catching frequency and title changes.		
2. Acquisitions offers search capability by keyword, call number, title, author, series, LC, Dewey, ISBN, ISSN, URL, and SuDocs.		
3. Users and library staff can place holds on ordered titles that will be transferred to the permanent record at time of receipt.		
4. Library staff can flag records for reviews or other notations.		
5. System is able to perform an automatic duplicate check of the OPAC.		
6. System can generate "new acquisitions" lists by call number and/or collection location.		
7. System can generate "on order" status lists.		

ACQUISITIONS: INTEROPERABILITY

Specification	YES (Y), NO (N)	Comments
1. System accepts batch loads of new bibliographic records from vendors, such as Ingram, Baker & Taylor, etc.		

Specification	YES (Y), NO (N)	Comments
2. System can batch load electronic documents, including federal documents.		
3. Batch records are also accepted from OCLC.		
4. System can transfer order records from OCLC system to the new system.		
5. System can integrate with other vendors such as Gale, Ingram, Baker & Taylor, etc.		

ACQUISITIONS: ACCOUNTING FUNCTIONS

Specification	YES (Y), NO (N)	Comments
1. Order record attaches to a bibliographic record (full or brief), if available.		
2. Order record includes quantity, purchase price, list price, vendor, date of order, and date of receipt.		
3. Order record includes standard bibliographic information.		
4. Once ordered item has been purchased (paid), the system will still permit changes to the record.		
5. Purchase order and invoice numbers are standard means of accessing acquisition records.		
6. System can access acquisition records by date.		
7. System can access acquisition records by budget code or account.		
8. System will provide secure electronic transactions to facilitate ordering between library and vendor.		
9. Purchase orders can be created with a single interface.		
10. System accommodates single-use or rarely-used vendors without entry of a permanent vendor record.		
11. System will permit global updating of purchase orders.		

Specification	YES (Y), NO (N)	Comments
12. System will permit duplicate orders if desired.		
13. System allows acquisitions records and payment information to be easily linked to and unlinked from bibliographic records and to be moved easily from one bibliographic record to another.		
14. System can provide budget information by collection category, budget code, and account.		

ACQUISITIONS: REPORTING FEATURES

Specification	YES (Y), NO (N)	Comments
1. System can extract reports based upon fields: • Titles • Titles added within a specific time period • Vendors • Purchase order and invoice number • Date ordered • Date received • Date processed (could be first check-in to stacks) • Call number • Item type • Budget code or account number		
2. Error reports can be generated by: • Spelling errors • Duplicate records • Serials which have not been updated in a set time period, such as six months (or other defined interval)		
3. System can generate statistical reports from the system.		
4. System has the capacity to produce daily, weekly, monthly, quarterly, and annual (calendar and fiscal year) reports.		
5. System will store and electronically transfer reports for remote printing or downloading.		
6. System can use Boolean operators in generating reports.		

Specification	YES (Y), NO (N)	Comments
7. Authorized staff members can generate reports.		
8. Are tools available for building reports on demand when the delivered reports cannot be customized to meet the need?		

SERIALS CONTROL: OPERATIONS, INTERFACE, & FUNCTIONALITY

Specification	YES (Y), NO (N)	Comments
1. Serials system shows issue-prediction and includes next-issue prediction.		
2. System supports odd or seasonally-scheduled periodicals.		
3. An integrated system for check-in of individual issues for serials exists within serials control.		
4. A streamlined system of check-in is built-in, with two or three keystrokes maximum or check-in by barcode wand.		
5. System allows items to be added or deleted from within serials module.		
6. System will automatically generate claims.		
7. Holdings statement will include a brief holding display of the date range of the holdings (e.g.,1976-1988) as well as detailed holdings display by issue, including check-in date or missing issues.		
8. Holdings statement will be linked to the item record.		
9. Users can view both the holdings statement and detailed serial check-in records through the OPAC.		
10. System can search by keyword, title, ISSN, etc.		
11. System can search MARC holdings records.		
12. System can interface with external suppliers.		

SERIALS CONTROL: REPORTING FEATURES

Specification	YES (Y), NO (N)	Comments
1. System prints customizable labels for individual issues.		
2. System produces reports showing holdings, gaps, missing issues, etc.		
3. System can check-in serials by the serial barcode. (That is, barcodes which are imprinted on the item and used by retail scanners.)		
4. System gracefully handles leap years, holidays, and other calendar irregularities.		
Specification	**YES (Y), NO (N)**	**Comments**
5. System can generate item number for temporary items added 'on the fly'; additionally, system generates item numbers, when required, and when not supplied by library staff.		

Appendix C: Checklist for Shared Library Management System

Please indicate whether your proposed system meets the specifications listed below, with a Y (Yes) or N (No). In addition, please provide any relevant information about availability and configuration of particular specifications in a shared library management environment, particularly whether or not a given specification can or cannot be configured to an individual library's preferences without special customization by the vendor. Provide comments as necessary to clarify or qualify a Yes or No reply.

PUBLIC INTERFACE: APPLICATION/FUNCTIONALITY

Specification	YES (Y), NO (N)	Comments
1. Negative search results will automatically move to a list of closest "hits" which can be browsed by the end-user.		
2. System handles character case in a consistent manner, allowing equal functionality for searches that are (or are not) case-sensitive (e.g. "CAT" vs. "Cat" vs. "cat").		
3. A keyword search will search each MARC field within a bibliographic record.		
4. System allows configuration for which MARC fields and sub-fields are searched as part of a TITLE, AUTHOR, SUBJECT, KEYWORD, or SERIES search.		
5. System can separate out call number searches by classification type (e.g. SuDoc, LC, Dewey) and sort each correctly.		
6. System has a method to keep the end-user "linked" or connected to the OPAC when he/she connects from the Web OPAC to another Web page.		
7. System does not constrain the number of records retrieved, sorted, or displayed unless doing so would cause a severe degradation of the user experience.		
8. System can save searches for printing, downloading, or emailing following the search.		
9. System allows end-user to print search-result screens, brief records, full records, and MARC records.		
10. System will permit users to download the search-result screen for brief records and full records.		
11. Users can mark records for downloading, printing, or emailing.		

Specification	YES (Y), NO (N)	Comments
12. System has a mobile interface.		
13. The user interface has a responsive design that provides an optimal viewing and interaction experience.		
14. Social media-sharing features are or may be embedded.		

PUBLIC INTERFACE: USER EXPERIENCE

Specification	YES (Y), NO (N)	Comments
1. System provides users with a graphic interface, and with an optional text-based interface.		
2. System provides ADA-compatible features.		
3. System provides useful patron "Help" screens which an individual library may customize to local needs.		
4. Public interface customizations, for both functionality and style, can be maintained without specialized coding skills.		
5. System gives users the ability to define the content and layout of displays, and browse by title, author, illustrator, subject, series, ISBN, ISSN, keyword, and call number (Dewey, LC, or SuDoc).		
6. System allows the library to hide (or not display) certain fields in bibliographic records to the end-user.		
7. System allows the individual library to hide or mask certain bibliographic records from end users.		
8. 'Brief records,' as well as 'full records,' can be configured by the local library to include a variety of different MARC fields and sub-fields.		
9. The system's Web interface will print only citations from the search results, and not the entire Web browser page, and will allow the end-user options for selecting citations to print.		
10. Users have the ability to create individual accounts in the system and can update account information online.		

PUBLIC INTERFACE: **SEARCHING AND SEARCHES**

Specification	YES (Y), NO (N)	Comments
1. Efficient and user-friendly keyword search capabilities.		
2. Users can search by LC subject headings.		
3. Users can search by author.		
4. Users can search by illustrator.		
5. Users can search by title.		
6. Users can search by serial title.		
7. Users can search by ISBN.		
8. Users can search by ISSN.		
9. Users can search by call number (including SuDoc number).		
10. Users can search by item (library) location.		
11. Users can search by format.		
12. System includes "See" and "See Also" references for subject and authority headings.		
13. Users can limit search search results by date of publication, shelving location, or library location.		
14. Users have the ability to search the catalog for items using reading-level criteria such as Lexile measures.		
15. Users can save a single citation, or a list of citations and access this information in a variety of ways, including a "My Account" feature, email, and social media tools, including Facebook and Twitter.		
16. System maintains an alternative-spelling list for common typos or British spellings.		
17. System automatically strips "a, an, the" from the query when it is the first word of a title or series.		
18. System includes a word stop list, which a library can tailor for local specific needs.		
19. System can include common abbreviations for journals as "See" references for the full title.		
20. NAME searches can be made as [last name, first name], but will automatically reverse the name elements when processing searches, and will also search when a single name is used (i.e., given name or surname).		

Specification	YES (Y), NO (N)	Comments
21. System will KEYWORD search in any order (i.e. "gone wind" or "wind gone" would find "Gone with the Wind").		
22. Search results can be sorted in alphabetic order by title or author, in chronological order, by publication date, or in call number order.		
23. Users can set search results for a default sort for an entire search session.		
24. System permits displays for at least 4 types of records, including: • Brief Record • Full Record • Citation • MARC Record		
25. The search-results screen can be configured by the local library to display any combination of MARC fields.		
26. Serial holdings, analytics and 8XX fields display clearly, indicating individual library holdings.		
27. The search result screen can be configured by the local library to display the following: • Item type • Call number • Shelving location • Library location • Circulation status (including due date and hold status)		
28. Hold status shows estimated wait time for an item.		
29. Brief record results display the following: • Item type • Shelving location • Library location • Call number • Circulation Status (with due date for items checked out).		
30. System will index or "read" MARC indicators, as well as main fields.		
31. Keyword name searching includes searching of the entire bibliographic record, not just authority records.		

CATALOGING AND BIBLIOGRAPHIC MAINTENANCE: OPERATION & FUNCTIONALITY

Specification	YES (Y), NO (N)	Comments
1. Windows interface will support multiple opened "windows," including system and remote database opened files, to facilitate comparison of multiple records regardless of database location.		
2. Performs global authority updates when authority or index record is changed. Associated bibliographic records are also changed in real time.		
3. Allows creation of original cataloging records within system and can bypass the library's bibliographic utility, if needed.		
4. Allows creation of duplicate or 'clone' records for further editing.		
5. System supports fast adds.		
6. Loads files from outside sources, (i.e., OCLC, Marcive, institutional repositories, etc.).		
7. System performs spell checking when creating a bibliographic record.		
8. System performs global search and replace functions in real time.		
9. System offers the ability to suppress records from the patron interface, such as new bibliographic records which need to be reviewed or matched with item records.		
10. Handles real time changes to the system - no overnight downloading/uploading.		
11. Edits bibliographic records in real time.		
12. Retrieves item records by barcode, call number, title, author, ISBN, ISSN, SuDoc, URL, format, series and keyword.		
13. Retrieves item records and links to full bibliographic records, and vice versa.		
14. Allows multiple item record links to one bibliographic record.		
15. Links multiple bibliographic records to one another (for example, when booklets have been bound together).		
16. Deletes selected and multiple item records in a single transaction.		
17. Local libraries can specify which fields are mandatory and automatically set certain default fields.		

Specification	YES (Y), NO (N)	Comments
18. Call number field length is clearly specified.		
19. Call number fields are long enough to accommodate long call numbers, such as theses and SuDocs.		
20. System offers smart call number fields, so that participating libraries do not have to place 0's in front of single or two digit call numbers in order to sort correctly for patrons.		
21. Libraries can print bar code labels from the system (call number and/or title).		
22. System is able to update local database(s) with holdings information (add/delete/edit) without overlaying existing locally-enriched MARC records.		
23. System is able to update holdings information (individually or globally) in local system and OCLC (add/delete/edit) in a single operation.		
24. Ability to set up import match points for basic MARC fields, specifically, the 856, 538, and 530 tags.		
25. Where a single bibliographic record has several item or holding records attached, the library can configure whether or not the associated bibliographic record is deleted.		
26. System offers the ability to move item records from one bibliographic record to another without losing circulation, inventory, and other item-specific information.		
27. Clear options for analytic sorting.		
28. Items have options for entering both public notes and staff notes.		
29. Public notes display in the public interface.		

CATALOGING AND BIBLIOGRAPHIC MAINTENANCE MODULE: AUTHORITY & STANDARDS

Specification	YES (Y), NO (N)	Comments
1. Reports first time and duplicate use of authority headings.		
2. Adds and deletes subject and author cross-references.		
3. Handles full, MARC authority records.		

Specification	YES (Y), NO (N)	Comments
4. Allows for duplicate bibliographic items; system flags duplicate downloaded records from a bibliographic source such as OCLC.		
5. Handles non-standard bibliographic records such as technical reports.		
6. Integrates, without deleting newer 'higher quality records,' with older non-standard bibliographic records, such as those without LCCN, ISBN, or ISSN. This includes interim records with WLN numbers and not OCLC numbers.		
7. Handles non-LCSH headings, such as MESH, GILS, Transportation Research Thesaurus, Art and Architecture Thesaurus, COSADI, etc.		
8. Able to perform authority file updates, downloading authority records from the Library of Congress and from other sources, in an interactive process (non-batch, although batch authority updates are a requirement as well).		
9. Performs automatic verification of valid tags and sub-fields.		
10. System is capable of managing all record formats, including XML and including new formats such as RDA.		
11. System offers efficient interface between bibliographic utilities (currently OCLC) and system.		

CATALOGING AND BIBLIOGRAPHIC MAINTENANCE: REPORTING FEATURES

Specification	YES (Y), NO (N)	Comments
1. Generates a variety of "reports" and statistics on cataloging and maintenance records. Reports must include statistics on number of item records added, bibliographic records added, total number of records, and changes made to records.		

Specification	YES (Y), NO (N)	Comments
2. Where a standard pre-packaged report is not available, customized reports can be created without special programming knowledge or expert programming skills. For example, reports to identify all "large print" items added at a single library on or before a certain date. If a canned query and report is not available, devising such a report should be something any participating librarian could do on his or her own.		
3. Application supports label printers and includes a highly functional label-generating application. Alternatively, application supports third-party label generating programs.		

CIRCULATION: OPERATIONS & FUNCTIONALITY

Specification	YES (Y), NO (N)	Comments
1. System accommodates both automatic and manual blocks.		
2. System offers set loan periods based upon a combination of patron type, location, or media type; or upon item type (such as reserve and media type). Loan periods can be set at local library level, as well as at global administrative level.		
3. System is able to provide an override for non-circulating materials with appropriate password authority.		
4. System is able to provide an override for blocked records with appropriate password authority.		
5. System has a simple patron registration.		
6. Alternate patron IDs can be assigned.		
7. Individual users are able to register for a library card via the user interface.		
8. System integrates with participating libraries' administrative systems for patron/student lists.		

Specification	YES (Y), NO (N)	Comments
9. System has features that allow 'anonymous' circulation of materials.		
10. System allows linking of records of family members for billing purposes but does not make checkout or reading history available to other family members.		
11. Patron records include substantial history, such as past fines, actions, pardons, etc.		
12. System retrieves patron records by patron ID, alternate patron ID, name, phone number, etc.		
13. Library staff are able to create brief ('on the fly)' records for items which do not have bibliographic and/or item records.		
14. System has an easy to use fines/accounting package.		
15. System checkout is compatible with magnetic strip and/or barcode.		
16. System supports handheld scanning devices for the purposes of checking inventory and weeding.		
17. Offers flexible loan periods, including periods from one hour to six months.		
18. Offers a user-friendly system that library staff (which may include library volunteers) can learn quickly.		
19. Permissions or access limits are based upon circulation staff responsibilities.		
20. System can set "thresholds" that prevent further checkout, such as number of renewals, number of current overdue charges, number of items checked out, or amount of fines due.		

Specification	YES (Y), NO (N)	Comments
21. System can search by status or location, such as "lost."		
22. System provides a "mark item used" feature to track in-house circulation.		
23. System has note and/or comment fields on patron records and will keep these fields masked from patrons.		
24. System supports receipt printer to produce a list of items checked out for patron while items are being checked out.		
25. Patron records may be blocked for the following reasons: • Overdue material • Lost card • Excessive "claims returned" • Excessive fines • Renewal limit exceeded • Registration expired • Invalid or bad address • Other information recall items • Overdue ILL items • Manual block for institution-specific reason.		
26. Library staff may purge patrons who have not been active since a specific date (defined by the local library or globally at consortial level), but system retains and flags for later deletion individual patron records with outstanding obligations.		
27. System offers the ability to track materials "claimed returned" by patrons.		
28. System provides compatibility with peripherals such as barcode scanners, receipt printers, circulation mailers, etc.		

Specification	YES (Y), NO (N)	Comments
29. System has been successfully implemented with the integration of the self-checkout systems of most major suppliers. *(Please list suppliers and systems in the comments section.)*		
30. System has been successfully implemented with the integration of a variety of systems for managing public access computers, print management, and debt collection services. *(Please list systems and services in the comments section.)*		

CIRCULATION MODULE: INTERFACE

Specification	YES (Y), NO (N)	Comments
1. Access to patron and bibliographic databases accomplished from within the circulation module.		
2. System must check patron status and provide clear visual and auditory signals to circulation staff of any exception or problem condition. Exception conditions include: • Expired patron registration • Overdue books • Fines/fees owed • Holds/recalls/ILL available • Blocked status according to note/message parameters.		
3. System will give a warning "ping" and flash a warning sign for specific fields such as "fines owed by patron" or if a book includes an additional CD or map. The system will not permit further processing until the circulation staff acknowledges the warning. The warning can occur both at checkout and on return of the item.		

Specification	YES (Y), NO (N)	Comments
4. Individual libraries can assign preferred audible signals to these system warning sounds.		
5. System supports pop-up alerts informing circulation staff of associated media with item being checked out; note for alert may be generated at any time.		
6. System allows staff to determine why a checkout is denied from within the Circulation module.		

CIRCULATION MODULE: HOLDS, RENEWALS, FINES & OVERDUES FUNCTIONS

Specification	YES (Y), NO (N)	Comments
1. All notices offer mailing and emailing options.		
2. The system can automatically generate a hold notice by mail and email to the patron when an item on hold for that patron becomes available.		
3. System keeps history of patron fines, including waived fines, on patron records.		
4. System allows items to be overdue without fine attached until the item is declared "lost."		
5. System assesses replacement cost charge and overdue fees.		
6. Fines persist on the patron record on returned temporary or 'on the fly' generated items such as circulated magazines, vertical file items, or, in some instances, paperback books even after the 'on-the-fly' record has been deleted.		
7. System produces a list of outstanding fines within a specific time range on demand.		
8. Users can do self-renewals.		
9. System allows renewal of all items for a borrower with a single command.		
10. Library staff are able to change due date of renewed items.		

Specification	YES (Y), NO (N)	Comments
11. System places holds and recalls on items that are checked out or on shelf.		
12. System allows holds placed on specific item level records (as well as bibliographic level items).		
13. System is able to print and download a listing of holds and recalls.		
14. System can produce on demand hold ("pull") lists.		
15. Hold permissions can be set at single library or, in the case of multiple libraries sharing users, at group levels, or, in the case of multiple user sharing groups, at multiple group levels		
16. System will prohibit duplicate holds or recalls on an item that has already been requested by a patron.		
17. System will prohibit holds or recalls when a patron currently has the same item checked out.		
18. System will prohibit renewal of item which has a hold or recall according to configurable rules.		
19. Fines must be accrued and accounted in real time.		
20. All notices are customizable at the local library level. Notices can include such information as: • Customized greeting or notice information • Borrower ID, name, address, phone(s), e-mail(s), and patron type • Overdue title, call number, author, and item number • Due dates • Date of notice • Total amount of fines		

CIRCULATION: BACKUP & SYSTEM OPERATION

Specification	YES (Y), NO (N)	Comments
1. System can provide automatic daily uploads of fines, overdues, holds, etc.		
2. System uses variable length fields in borrower records, except those fields such as ID, zip code, telephone numbers, and other predefined codes and abbreviations.		
3. Patron ID's will be unique and not permit duplication.		
4. System shall provide for data to be immediately updated when patron records are added, changed, or deleted.		
5. System will include a circulation backup system.		
6. Circulation system is highly customizable, both at local library and consortial levels.		
7. Offline system will permit patron registration and check out/in of items.		
8. Offline system will interact with primary system to permit transfer of data to the primary system.		
9. System can e-mail overdue, available holds, and recall notices to borrowers with appropriate e-mail addresses.		
10. System can call, or integrate with a calling system, to notify borrowers of overdues, available holds, or recall notices by telephone.		
11. System allows controlled access to patron records from other participating libraries (protecting patron privacy while allowing mutually consenting libraries access to patron data).		

CIRCULATION: REPORTING FEATURES

Specification	YES (Y), NO (N)	Comments
1. System generates reports, at local library-level, by type of library, and consortium-wide based on: • Overdues • Overdues by patron type, patron library, classroom, department, teacher, or grade level • Overdues by date or time (for example, one-hour loans for that day) fines • "Claimed Returned" (claimed returned by patron but not on shelf) • Combination of fines and patron types (for example, "seasonal" patrons) • Lost items • In transit • Missing items • Holds • Circulation statistics • Renewals • Conversions (brief records) • Recalls • Total patrons within the system • Patron type • LC classification ranges • SuDoc classification ranges • Dewey classification ranges • Branch Location		
2. Data is maintained in one-hour segments with capability to produce daily, weekly, monthly, quarterly, and annual reports.		
3. System is able to store and electronically transfer reports for remote printing or downloading.		
4. System is able to use Boolean operators in generating reports.		
5. Any authorized staff member can generate reports.		

Specification	YES (Y), NO (N)	Comments
6. System supports printed 'pick lists' of patrons with overdue or hold items, including patrons' phone numbers and email addresses.		
7. System can generate daily overdue notices.		
8. Patron notices can be easily modified.		
9. Participating libraries can customize patron notices.		
10. With appropriate authorization, library staff is able to see who had an item checked out last.		
11. Item records record how many times an item has circulated.		
12. System will generate notices for overdues, holds, recalls, and bills.		
13. System can produce scheduled reports that will run regularly, according to a customizable schedule.		
14. System can produce on-demand reports on patrons, items, bills, and overdues.		
15. System produces lists of patrons arranged by name, patron type, town of residence, age, and/or ID number.		
16. System is able to print receipts including checkout and returned items, and payment/fines.		
17. System is able to print a single notice for a borrower who has multiple overdues.		
18. Authorized library staff may change the text of notices as policy changes dictate.		
19. System is able to suppress overdue notices on "claimed returned" items.		
20. System is able to print a list of designated items in shelf-list order.		
21. System is able to print overdue notices for reserves on a daily basis.		

Specification	YES (Y), NO (N)	Comments
22. System allows authentication and user lists to build patron databases, as well as control access.		
23. System has an interface with touch tone telephone access to patron records allowing telephone renewals, information on due dates, number of items checked out, and any notices or fines.		
24. System is able to perform booking functions.		
25. System is able to book items 365 days in advance.		
26. System is able to print all bookings.		
27. System is able to calculate time required for shelf retrieval, pick up, delivery (including mailing) for booked titles, customizable for ILL items based on mail vs. courier.		
28. System is able to prepare routing labels and slips for items (such as periodicals with a routing list or ILL courier).		
29. Patron list can be used to send global mailed or e-mailed notices to all or part of the patron database.		
30. System allows libraries to designate closed days or dates and avoid fines on those dates.		

ACQUISITIONS: OPERATIONS, INTERFACE, & FUNCTIONALITY

Specification	YES (Y), NO (N)	Comments
1. The catalog and acquisitions systems are linked in order for changes in the cataloging record to be reflected in the acquisitions module, thereby catching frequency and title changes.		
2. Acquisitions offers search capability by keyword, call number, title, author, series, LC, Dewey, ISBN, ISSN, URL, and SuDocs).		

Specification	YES (Y), NO (N)	Comments
3. Users and library staff can place holds on 'on order' titles that will be transferred to the permanent record at time of receipt.		
4. Library staff can flag records for reviews or other notations.		
5. System is able to perform an automatic duplicate check of the OPAC.		

ACQUISITIONS: INTEROPERABILITY

Specification	YES (Y), NO (N)	Comments
1. System accepts batch loads of new bibliographic records from vendors, such as Ingram, Baker & Taylor, etc.		
2. System can batch load electronic documents, including federal documents.		
3. Batch records are also accepted from OCLC.		
4. System can transfer order records from OCLC system to the new system.		
5. System can transfer order records for electronic documents, including federal documents and e-books.		
6. System can integrate with other vendors such as Gale, Ingram, Baker & Taylor, etc.		

ACQUISITIONS: ACCOUNTING FUNCTIONS

Specification	YES (Y), NO (N)	Comments
1. Order record attaches to a bibliographic record (full or brief), if available.		
2. Order record includes purchase price, list price, vendor, date of order, and date of receipt.		
3. Order record includes standard bibliographic information.		

Specification	YES (Y), NO (N)	Comments
4. Once ordered item has been purchased (paid), the system will still permit changes to the record.		
5. Purchase order and invoice numbers are standard means of accessing acquisition records.		
6. System can access acquisition records by date.		
7. System can access acquisition records by budget code or account.		
8. System will provide secure electronic transactions to facilitate ordering between library and vendor.		
9. Purchase orders can be created with a single interface.		
10. System accommodates single-use or rarely-used vendors without entry of a permanent vendor record.		
11. System will permit global updating of purchase orders.		
12. System will permit duplicate orders if desired.		
13. System allows acquisitions records and payment information to be easily linked to and unlinked from bibliographic records and to be moved easily from one bibliographic record to another.		
14. System can provide budget information by collection category.		

ACQUISITIONS: REPORTING FEATURES

Specification	YES (Y), NO (N)	Comments
15. System can extract reports based upon fields: • Titles • Titles added within a specific time period • Vendors • Purchase order and invoice number • Date ordered • Date received • Date processed (could be first check-in to stacks) • Call number • Item type • Budget code or account number		
16. Error reports can be generated by: • Spelling errors • Duplicate records • Serials which have not been updated in a set time period, such as six months (or other defined interval)		
17. System can generate statistical reports from the system.		
18. System has the capacity to produce daily, weekly, monthly, quarterly, and annual (calendar and fiscal year) reports.		
19. System will store and electronically transfer reports for remote printing or downloading.		
20. System can use Boolean operators in generating reports.		
21. Authorized staff members can generate reports.		

SERIALS CONTROL: OPERATIONS, INTERFACE, & FUNCTIONALITY

Specification	YES (Y), NO (N)	Comments
1. Serials system shows issue-prediction and includes next-issue prediction.		
2. System supports odd or seasonally-scheduled periodicals.		

Specification	YES (Y), NO (N)	Comments
3. An integrated system for check-in of individual issues for serials exists within serials control.		
4. A streamlined system of check-in is built-in, with two or three keystrokes maximum or check-in by barcode wand.		
5. System allows items to be added or deleted from within serials module.		
6. System will automatically generate claims.		
7. Holdings statement will include a brief holding display of the date range of the holdings (e.g., 1976-1988), as well as detailed holdings display by issue including check-in date or missing issues.		
8. Holdings statement will be linked to the item record.		
9. Users can view both the holdings statement and detailed serial check-in records through the OPAC.		
10. System can search by keyword, title, ISSN, etc.		
11. System can search MARC holdings records.		
12. System can interface with external suppliers.		

SERIALS CONTROL: REPORTING FEATURES

Specification	YES (Y), NO (N)	Comments
1. System prints labels for individual issues.		
2. System produces reports showing holdings, gaps, missing issues, etc.		
3. System can check-in serials by the serial barcode. (That is, barcodes which are imprinted on serial and used by retail scanners.)		
4. System gracefully handles leap years, holidays, and other calendar irregularities.		
5. System can generate item number for temporary items added 'on the fly'; additionally, system generates item numbers, when required, and when not supplied by library staff.		