

## Request for Proposals

RFP TITLE: Joel A. Katz Law Library ILS

RFP #1291738

Issue Date: 11/16/18

Due Date: 12/6/18

# **SECTION 1 – INTRODUCTION**

**1. Purpose of the RFP**

The Joel A. Katz Law Library is soliciting proposals from qualified and experienced vendors to provide a cloud-based Integrated Library System (ILS) to manage the entire life cycle of library materials in all formats. The awarded vendor will implement the system, migrate data from the existing ILS to the new ILS, provide support and maintenance of the system, train staff in the use and management of the new ILS, and offer relevant canned reports to meet the operational needs of the library.

We are looking to increase efficiency, enhance library services, and automate several library functions with the new ILS including cataloging, serials control, acquisitions, electronic resource and licensing management, internal financial accounting, circulation, reserves, and the public access catalog. We are also looking for a system that can facilitate and enhance our current Interlibrary Loan (ILL) offerings. Since each library is unique in its mission and operating procedures, the selected ILS must conform to the needs of the Joel A. Katz Law Library. In the following pages, we have listed the features and capabilities a new ILS must possess.

**Introduction**  
The Joel A. Katz Law Library (Law Library) primarily serves the students and faculty at the University Of Tennessee College Of Law with their legal research needs providing access to print and electronic material and many unique databases. We also serve the greater UT community and the general public.

Since 2016, the Law Library has experienced a shrinkage in staff. The department that has experience the greatest reduction in personnel is the Technical Services Department. The Technical Services Department is responsible for core library services including cataloging, management of print and digital materials, management of electronic databases, and binding. In 2016 the department had 1 librarian, 1 professional staff member, and 2 support staff members. In 2018 the department has 1 librarian and 1 staff person. With this significant change in personnel, we are looking for an ILS that requires less manpower so that work can be redirected from managing the ILS to other library work.

**2. RFP Communications   
  
Communication about this solicitation with employees or officials of the University of Tennessee other than the Solicitation Coordinator listed below may result in disqualification from this procurement process. The university has exclusive discretion in making this determination.**

All inquiries must be received by five business days before the solicitation closes. Individual questions will not be answered directly to the submitter. All material questions submitted shall be responded to through the ESM electronic bidding system as a written amendment. Any oral communications shall be considered unofficial and non-binding. Only the University’s official, written responses shall be considered binding. It is the respondent’s responsibility to ensure that written questions have been received and to check with the electronic bidding system to see if any amendments have been issued.  
The University of Tennessee

Procurement Services

Solicitation Coordinator: Lisa Pate

Phone: (865) 974-3101

Email: lpate@tennessee.edu

**3. Term**

The university intends to award this to the successful respondent(s) for:

54 months.

It is anticipated that the contract will start on January 1, 2019.

Either party may terminate the agreement by providing 30 days written notice to the other party.

**4. Number of Awards**

The university intends to award this solicitation to one respondent unless the university deems it to be in their best interest to make the award to a smaller or larger number of respondents. The university will have sole discretion over this decision.

**5. Extension of the Award**

Other university departments, agencies with the State of Tennessee and other Tennessee public universities may also purchase goods and/or services from this award, if the winning respondent is agreeable. It should be noted that these entities are not required to use this agreement. If any them elect to participate under the terms and conditions of this resulting award, the University of Tennessee reserves the right to re-negotiate favorable incentive, and cost terms with the successful supplier that are reflective of the additional volume. Note: The offer to extend the award to these other entities is at the discretion of the winning respondent and they should not be extended if it would affect your ability to offer the most favorable prices and terms to The University of Tennessee.

**6. Non-Exclusive**

Although it is the university’s hope that most departments will procure items from this award, this is **NOT** a solicitation for an exclusive agreement and departments will still have the option of procuring items from other suppliers in accordance with our purchasing policies. The university does not guarantee that all purchases for the products and/or services available under this contract will be made exclusively from the respondent.

## 7. Schedule – Note the University reserves the right to change these dates. All times are *Eastern time zone.*

|  |  |
| --- | --- |
| **Release date** | 11/16/18 |
| **Last day for questions** | 11/30/18 |
| **SOLICIATION DUE DATE: All proposals must be submitted by this date/time** | 12/6/18 @ 3:00 PM ET |

**SECTION TWO - INSTRUCTIONS AND EVALUATION CRITERIA**

**1. Assistance to Respondents with a Disability**

In the event that a respondent has a disability, the University will make reasonable accommodation to allow them to participate provided that they contact the Solicitation Coordinator no later than ten days before the proposal deadline.

**2. Proposal Submission**.

Proposals must be submitted electronically through the University’s electronic procurement system with ESM Solutions before the due date outline in the schedule above and in accordance with these directions:

1. Respondents shall submit separate line items for a technical proposal and one-line item for a financial proposal.
2. No Pricing: Respondents must not include any cost/pricing information in the Technical Proposal. Inclusion of rebate, financial incentives, or cost information in the Technical Proposal may make the entire Proposal non-responsive. The university has exclusive discretion in making this decision.
3. ESM Solutions fields: The University’s electronic procurement portal by ESM Solutions requires respondents to enter a price before a response can be submitted. Respondents must enter $0.01 in their Response Dollar Summary. This amount will not be considered by the University when evaluating technical responses. You will also be asked to fill in a manufacturer and part number, enter “NA” in both of these fields.

It is understood and agreed that all proposals shall remain firm for a period of at least 120 calendar days from the notice of the intent to award. Late bids will rejected.

**3. Confidential Information**Any proprietary or confidential materials contained in the proposal will be subject to the Tennessee Public Records Act, TCA 10-7-503. All responses, inquiries, or correspondence relating to or in reference to this solicitation, and all other documentation submitted by the respondents will become the property of the University when received. All proposal material submitted and evaluation documents will remain confidential, as provided by law, until after the University announces the notice of intent to award to the successful respondent. **The university will not agree to provide advance notice of disclosure and placing confidential notices on documents is meaningless.** After the notice to award, all materials submitted are open for inspection.

**4. Proposal Preparation Costs**

The university will not pay any costs in the preparation or submission of a proposal. These costs are the responsibility of the respondent.   
 **5. Withdrawal of Proposals**

A submitted proposal may be withdrawn by sending a written request to the Solicitation Coordinator before the solicitation due date. Proposals may be withdrawn and resubmitted in the same manner, if done prior to the submission deadline. Withdrawals or modifications offered in any other manner will not be considered.

**6. Acceptance and Rejection** **of Proposals**

The university may accept or reject any proposals that, in its opinion, is in the best interests of the university. The university may re-solicit proposals, or to continue with the current supplier for these services. The university may also waive minor variances or immaterial defects in a response. The university may also accept any item in the bid, unless otherwise specified by the responder.

**7. Evaluation Process**

**A. Mandatory and Technical Evaluations**

UT’s Procurement Services will review proposals and may eliminate from further consideration those which fail to meet the mandatory qualifications, if any. All proposals that meet the mandatory requirements shall have their technical proposals evaluated and scored by an evaluation committee (committee). The committee will be appointed by the university. After the technical proposals have been evaluated and scored, the scoring committee may select the highest scoring respondent(s) to invite for a presentation. The university will decide how many to invite. Respondents not invited for a presentation, have been eliminated from initial consideration. If all other respondents are later rejected by the university, it may then reconsider respondent not invited to a presentation. Upon completion of the presentations the scoring committee will re-evaluate and rescore points from the respondent’s technical response.

**B. Cost Evaluations**

The cost proposal will not be shared with the committee or evaluated until after the Technical Proposals have been scored by the committee. Procurement services will then score the cost proposals. The cost scores will then be combined with the committee’s technical scoring to identify the rank of the respondents.   
  
**C. Best and Final Offer Evaluations**

The scoring committee may ask the highest scoring respondents to submit a best and final offer. The university will determine how many respondents to invite. Respondents not invited for a presentation, have been eliminated from initial consideration. If all other respondents are later rejected by the university, it may then reconsider respondent not invited for the initial best and final offer. During the best and final offer phase, the university reserves the right to change the cost portion or make other modifications to the solicitation that are deemed in their best interest. At the conclusion of the best of final offer, the costs will be re-calculated and combined with the technical scores to determine the highest scoring respondent.

**9. SCORES**

The process being used will not rely on price as the sole determining factor in selection. Scores will be calculated based on the following table.

|  |  |
| --- | --- |
| **Technical Proposal** | **Points** |
| Section 3 | 700 |
| **Cost Proposal** |  |
| List cost section to score | 300 |
| **Total** | **1000** |

**10. Award**

This solicitation does not commit the university to make an award or to procure or contract for the articles of goods or services described in this solicitation. The University will make an award that the University determines to be in its best interest; this might result in a situation where the University does not award to the respondent offering the lowest cost, or to a respondent other than the highest-scoring respondent. The University reserves the right to negotiate terms and alter the specifications with the with the highest scoring respondent, however, if they are unable to reach mutually agreeable terms and conditions, the University reserves the right to reject the proposal and negotiate terms of an agreement with the next highest scoring respondent.

If the agreement with the successful respondent is terminated for any reason prior to the agreement termination date, the university may elect to substitute the next highest scoring respondent, if they are willing to honor the prices in their initial proposal.

A Purchasing Department of the University of Tennessee is the only office authorized to award a purchase order for the required services.

**11. Notice of Intent to Award**

After the evaluation process is completed, all respondents responding to the solicitation will be sent a notification indicating the university’s intention to award to the successful respondent.

# **Section THREE- TECHNICAL ReQUIREMENTS**

**1. Instructions**

Responses should be numbered to correspond to the numbers for each item listed below. Pertinent supplemental information should be referenced and included as attachments. In the event your attachments are too large to attach in ESM, please contact the Solicitation Coordinator. If the respondent cannot fully satisfy a requirement, an explanation must be provided. Failure to provide a response to every question or request will be interpreted by the university as an inability of the respondent to provide the requested product, service or function and may result in your submission being eliminated.

**A. Mandatory Qualifications**

The university will review the mandatory responses to determine if the requirements are met. The university will have sole discretion in making this determination and may seek clarification from a respondent, if there is any doubt with regard to the requirement being met.

|  |  |  |
| --- | --- | --- |
|  | **Mandatory Requirement Items** | **Pass/Fail** |
| A.1 | Provide a valid certification of insurance for workers compensation, general liability, auto, malpractice, performance bonds or other types of required insurance. |  |
| A.2 | Provide, credit reports, credit references or other required financial documents. |  |

**The following are mandatory requirement items. Please acknowledge in your response.**

**System needs the ability to handle both the size of our holdings and future growth. Library Current Holdings: volumes - 460,700 and Current titles 337,096**

**Support:**

Data migration assistance between old and new system

Start-up onsite training with workflow analysis

Ongoing training with access to white papers and manuals at no additional charge

24/7 system support and customer service by telephone, email and/or chat with a ticket system to track requests, issues and questions

**System:**

Software as a service (SaaS) Cloud based subscription basis and centrally hosted and maintained by vendor

Multitenancy with software updates being delivered automatically by vendor

Supports various authentication methods – CAS and/or Shibboleth

Backup and restore of data with documentation

Discovery Service that contains a centrally indexed knowledge base including subscribed to and public domain law related databases with the ability to integrate databases not contained within the central index:

Ability to adjust relevancy rankings so that owned material and catalogued titles are elevated

Contains an open OpenURL resolver that interacts with OpenURL1.0 compliant resolvers

**Interface:**

ADA compliant interface capabilities

Mobile, outward facing one-search box public interface and capabilities for patron interaction

Customizable outward facing interface with the ability to display law school and university logos

Enhanced search capability ("did you mean?" for misspelled searches)

**Functionality**

Acquisitions; Automatic Authority Control; Cataloging; Circulation; Course Reserves - Digital; Course Reserves - Print; Electron resource management; Interlibrary Loan; Serials; Circulation and EZproxy (Web proxy server)

Ability to integrate with campus systems

Ability to migrate local notes into the bibliographic and item records

Access to API for integration with onsite systems

MARC compliant – importing, exporting and conversion of MARC data

Resource Description and Access (RDA) structure fully implemented with updated MARC fields

Linked data services to allow for forthcoming Bibframe transition and functionality

Indexes for searching author, title, subject, journal titles, call number, SuDoc, full-text, and full text-plus-keyword.

E-book integration with the ability to access online

Report functionality with the ability to customize reports including SUSHI, COUNTER, and COUNTER 3 and 4

**Security:**

1. Generally – Recognizes best practices to prevent unintended or malicious loss, destruction or alteration of client’s data resident in the software.
2. Access Control – Redundant firewall and edge routers are configured to control access to hosted systems
3. Network Systems Audit Logging – All network logon activity and password changes are logged, monitored, controlled and audited.
4. Encryption for data-in-transit
5. Network Monitoring All network systems and servers are monitored 24/7/365
6. Physical Security of data
7. Security Audits – Security audit reports shared upon request
8. Information Security Audits/Compliance
   * **SOC 1/SOC 2 Type 2** - represents that the company has been through an in-depth audit for their control objectives and control activities
   * **ISO 27001:2013 -** (requirements for information security management systems)
9. Infrastructure uptime guarantee of 99.9%

Hosting Solution standard cloud-based options  
24 X 7 Infrastructure monitoring  
Dedicated production environment  
Dedicated public IP address and custom URL  
Operating system installation and management  
Library Software installation and upgrades  
Data backups – daily  
Archive data backup retention - 30 days

**B. General Qualifications and Experience**

The response must be in the exact order of each line item listed below. If your proposal is not in this format or does not include all of the listed items, it may be eliminated. As part of the review process, the university may require written clarification of the information submitted.

| **Item Ref.** | **General Qualifications & Experience Items** |
| --- | --- |
| **B.1** | Detail the name, e-mail address, mailing address, telephone number of the person the university should contact regarding the response. |
| **B.2** | Describe the Respondent’s form of business (*i.e*., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and business location (physical location or domicile). |
| **B.3** | Detail the number of years the Respondent has been in business and how long they have been providing the goods or services required by this solicitation. |
| **B.4** | Describe the Respondent’s number of employees, client base, and location of offices. |
| **B.5** | Provide a statement of whether there have been any mergers, acquisitions, or change of control of the Respondent within the last 10 years. If so, include an explanation providing relevant details. |
| **B.6** | Provide a brief, descriptive statement detailing evidence of the Respondent’s ability to deliver the goods or services sought under this RFP (*e.g*., prior experience, training, certifications, resources, program and quality management systems, *etc*.). |
| **B.7** | Provide a narrative description of the proposed project team, its members, and organizational structure along with an organizational chart identifying the key people who will be assigned to deliver the goods or services required by this RFP. |
| **B.8** | Provide a personnel roster listing the names of key people who the Respondent will assign to meet the Respondent’s requirements under this solicitation along with the estimated number of hours that each individual will devote to that performance. Follow the personnel roster with a resume for each of the people listed. The resumes must detail the individual’s title, education, current position with the Respondent, and employment history. |
| **B.9** | Provide a statement of whether the Respondent intends to use subcontractors to meet the Respondent’s requirements of any contract awarded pursuant to this solicitation and if so, detail:  (a) the names of the subcontractors along with the contact person, mailing address, telephone number, and e-mail address for each;  (b) a description of the scope and portions of the goods each subcontractor involved in the delivery of goods or performance of the services each subcontractor will perform; and  (c) a statement specifying that each proposed subcontractor has expressly assented to being proposed as a subcontractor in the Respondent’s response. |
| **B.10** | Provide documentation of the Respondent’s commitment to diversity and indicate if they are registered with the Governor’s Office of Diversity Business Enterprise (Go-DBE). Please visit the Go-DBE website at <https://tn.diversitysoftware.com/FrontEnd/StartCertification.asp?TN=tn&XID=9265>  for more information. |
| **B.11** | Provide a statement of whether or not the Respondent has any current contracts with the university or has completed any contracts with the State of Tennessee, The University of Tennessee or Tennessee Board of Regents schools within the previous five (5) year period. If so, provide the details of these agreements. |
| **B.12** | List any addition information that may assist the committee in evaluating your proposal. |
| **B.13** | List any requirements by the university if you are awarded this solicitation? |
| **B.14** | Provide details of any litigation, or claims filed against you or your company that would negatively impact your company’s performance under an agreement resulting from this solicitation. Also, disclose any past criminal offences, civil proceedings, debarments, suspensions or other action that would negatively impact your performance under an agreement resulting from this solicitation. |

**C. Technical Approach**

| **Item Ref.** | **Technical Approach** |
| --- | --- |
| **C.1.** | Providean executive summary of the technical proposal that will give the evaluation committee a broad understanding of the entire proposal. Illustrates the Respondent’s understanding of the university’s requirements and project schedule. |
| **C.2.** | Providea narrative that illustrates how the Respondent will complete the scope of services, accomplish required objectives, and meet the university’s project schedule. |
| **C.3.** | Providea narrative that illustrates how the Respondent will manage the project, ensure completion of the scope of services, and accomplish required objectives within the university’s project schedule. |
| **C.4** | Describe all deliverables in detail including deadlines, service requirements, etc. |
| **C.5** | Discuss how the pricing will be verified and reports that will be provided |

Functional Requirements

The following sections contain both checklist items and narrative questions. Use the relevant response code for each checklist item, clarifying your response in the Comments column when necessary. Provide any lengthier comments and/or screenshots in a separate attachment.

**Response Codes:**

Y. Yes

N. No

**System**

***Architecture***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | SYSTEM |  |  |
|  |  | Architecture | Code | Comments |
| 1. 1. |  | System is hosted by the vendor in a cloud or Software-As-A-Service (SaaS) environment. Please indicate cloud or SaaS in the Comments. |  |  |
| 1. 2. |  | System is a true multi-tenant solution, so that updates happen automatically, allowing the library to always have the latest version  with the latest enhancements. |  |  |
| 1. 3. |  | System access requires only a web browser. Specify which browsers are supported by your system. |  |  |
|  |  | Staff and user interfaces are ADA (Section 508) compliant for users with disabilities. Please describe any exceptions in the comments. |  |  |
|  |  | System access requires reasonable network connectivity to the Internet. Specify the minimum and recommended bandwidth needed to access the system. |  |  |
|  |  | System is accessible using multiple operating systems (e.g., Windows, OS/X, Linux). Specify any functional limitations that might exist for particular operating systems. |  |  |
|  |  | System provides effective and continuous monitoring of its performance and uptime to meet agreed upon service level commitments. |  |  |
|  |  | System supports basic fulfillment capabilities during a local institution outage (e.g., an offline circulation component). In the Comments, please describe this capability in more detail. |  |  |
|  |  |  |  |  |

***Reliability and performance***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | SYSTEM |  |  |
|  |  | Reliability and performance | Code | Comments |
|  |  | System must be fully available and accessible 24/7, excluding downtime for maintenance and upgrades. Specify the infrastructure in place to ensure this requirement. |  |  |
|  |  | Company warrants the performance of its system to at least 99 percent effective uptime. |  |  |
|  |  | System runs efficiently during times of peak use. Describe how the system addresses competing needs, particularly in a cloud environment that serves hundreds of libraries. |  |  |
|  |  | System is continually monitored to maintain optimal performance. Describe the mechanisms in place to provide such monitoring. |  |  |
|  |  | System requires minimal downtime in order to perform scheduled maintenance or software upgrades. Describe how libraries are informed of any planned downtime. |  |  |
|  |  | System imposes few if any limits on both the size of and the number of values in data elements within records of various types which the system manages. |  |  |

***Security***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | SYSTEM |  |  |
|  |  | Security | Code | Comments |
|  |  | Vendor employs industry best practices for data security, especially those to safeguard personal information. Provide relevant information on standards compliance (such as ISO 27001) and any completed organizational information technology audits. |  |  |
|  |  | System uses secure transit protocols such as SSH Public Key Authentication, SFTP, and HTTPS. |  |  |
|  |  | System maintains personal information securely and conforms to relevant legislation (such as FERPA). |  |  |
|  |  | Vendor follows industry best practices for regular data and system backups and backup storage. Provide an overview of such practices for the system. |  |  |
|  |  | System provides data recovery in the event of data loss or corruption. Specify whether data recovery is a self-service process or requires the intervention of the vendor. |  |  |
|  |  | System uses at least 128bit encryption and SSL for communications. Describe the encryption and other measures used to store and secure confidential data. |  |  |
|  |  | Vendor has established protocols for dealing with unauthorized access to or disclosure of confidential data. |  |  |
|  |  | Vendor maintains industry best practices for data protection and security in the data centers of the hosted environment. Describe the security measures in place at data center(s). |  |  |

* Describe how the system protects patron data and privacy.

***Authentication and authorization***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | SYSTEM |  |  |
|  |  | Authentication and authorization | Code | Comments |
|  |  | System must integrate with the library’s authentication system. |  |  |
|  |  | System provides a robust staff authorization feature that assigns staff authorizations based on role and specific function. |  |  |
|  |  | System maintains authentication as patrons navigate among databases and other aggregated content. |  |  |
|  |  | System allows staff authorization profiles to be copied. |  |  |
|  |  | System provides an unlimited number of staff logins. |  |  |

***Integration and extensibility***

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| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | SYSTEM |  |  |
|  |  | Integration and extensibility | Code | Comments |
|  |  | System allows integration with the campus administration system for loading and maintaining patron records. |  |  |
|  |  | System allows integration with the campus financial system used for ordering, invoicing, payment of library bills, etc. |  |  |
|  |  | System allows integration with a proxy service such as EZproxy to facilitate remote access. |  |  |
|  |  | System allows integration with WorldShare ILL for resource sharing purposes. |  |  |
|  |  | System allows integration with third-party vendor ordering systems to facilitate processing of orders and payments for such materials. |  |  |
|  |  | System allows integration with self-check machines. |  |  |
|  |  | System provides a documented set of APIs and/or web services. |  |  |

* Describe how the solution exposes data through documented APIs and web services. Is there an additional charge for these services?
* Describe your company’s support for creating and using web services based on published APIs.
* How are libraries able to learn and collaborate with other users in developing their own web services?

**Discovery**

***General user experience***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Discovery |  |  |
|  |  | General user experience | Code | Comments |
|  |  | System includes a web-based public interface that is accessible by a variety of modern browsers. Please indicate the browsers in the Comments. |  |  |
|  |  | System includes an interface optimized for use on mobile devices (i.e., not the standard web interface merely accessed from a mobile browser). |  |  |
|  |  | System integrates content data in display, such as tables of content, book covers, and book reviews. |  |  |
|  |  | System allows searching across all types of content (e.g., physical, digital, electronic) in a single search. |  |  |
|  |  | System authenticates users for access to licensed and online resources. |  |  |
|  |  | System uses a central index that provides seamless access to all institutionally licensed content across providers without additional costs. |  |  |
|  |  | System allows single-click retrieval of online resources. |  |  |
|  |  | System allows patrons to access their account information: loans, fines, hold requests. |  |  |
|  |  | System allows patrons to request items from the catalog. |  |  |
|  |  | System updates records in real-time, including their circulation status. |  |  |
|  |  | System requires no batch loading or nightly re-indexing of the data. |  |  |
|  |  | System allows patrons to reset their own passwords. |  |  |
|  |  | System allows persistent links to public interface screens, including search results sets, search results sets with limiters applied, and individual records. |  |  |
|  |  | System provides a branded search box builder that can be used in various places on the library web site. |  |  |

* Describe the interface designed for the public to discover and access all types of resources in the system.
* Describe what a patron can do once logged in their library account: view and renew items checked out, place hold requests, recall items, view fines, etc.
* Describe the unique features of your discovery solution.

***Integration and customization***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Discovery |  |  |
|  |  | Integration and customization | Code | Comments |
|  |  | System allows the library to customize the interface with its own logo, colors and other branding. Describe how staff will do this in Comments. |  |  |
|  |  | System permits the library to make changes to the interface without vendor intervention. |  |  |
|  |  | System integrates with ILS course reserve system. |  |  |
|  |  | System interoperates with online reference chat services. |  |  |
|  |  | System integrates with the acquisitions component of the ILS to support patron-driven acquisitions. |  |  |

* Describe user interface and functionality for access to course reserves materials.

***Searching***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Discovery |  |  |
|  |  | Searching | Code | Comments |
|  |  | System uses a persistent single search box that allows users to search the system from every screen. |  |  |
|  |  | System offers both basic and advanced search capabilities. Describe advanced searching capabilities in Comments. |  |  |
|  |  | System supports faceted browsing. |  |  |
|  |  | System supports selection of multiple facets. |  |  |
|  |  | System provides pre-search filtering (e.g., by library, format, library-specific location, publication date, availability, etc.). Please describe. |  |  |
|  |  | System facilitates known-item searches. |  |  |
|  |  | System optimizes searches for short titles so that results appear at or near the top of result sets. |  |  |
|  |  | System connects searchers with resources or context-specific help in locating resources if a search does not produce results (i.e., there are no ‘dead end’ searches). |  |  |
|  |  | System provides features (e.g., suggestions, spellcheck, et al.) that help users construct effective search queries. |  |  |

* Describe the parameters by which searches can be qualified or limited.

***Result lists and records***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Discovery |  |  |
|  |  | Result lists and records | Code | Comments |
|  |  | System supports filtering of result sets (e.g., by library, format, library-specific location, publication date, availability, etc.). |  |  |
|  |  | System allows saving and managing query sets. |  |  |
|  |  | System de-duplicates search results. |  |  |
|  |  | System correctly displays non-Roman characters and diacritics and files such characters correctly in search results and bibliographic displays. |  |  |
|  |  | System supports clustering of results using FRBR or similar algorithm. |  |  |
|  |  | System exports records to bibliographic software such as EasyBib, Refworks or Endnote. In the comments section, please list the software your company supports. |  |  |

* Describe features to support user creation, saving, export, and formatting of lists, including the ability to format such lists in scholarly style, export, email, or save.

**Access Management**

***Circulation administration***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Access Management |  |  |
|  |  | Circulation administration | Code | Comments |
|  |  | System allows the library to create and administer its own circulation policies. |  |  |
|  |  | System integrates loan rules with the library calendar (e.g., items are not due on days or hours during which the library is closed). Describe in Comments how the system integrates lending rules with library hours and closures, including fixed due dates for the end of an academic term. |  |  |
|  |  | Supports RFID tags and scanning of barcodes as well as keyboard entry of patron and item barcodes. |  |  |
|  |  | System can automatically block a patron account under specific conditions (e.g., exceeding the amount of money owed) and automatically unblocks when the condition is remedied. |  |  |
|  |  | System allows authorized staff to override system parameters such as due dates, check-in times, blocks, etc. |  |  |

* Describe the process to manage and make changes to circulation parameters.

***Check in and check out***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Access Management |  |  |
|  |  | Check in and check out | Code | Comments |
|  |  | System permits materials to be checked out to patrons according to library-defined rules. |  |  |
|  |  | System allows checked out materials to be renewed according to library-defined rules. |  |  |
|  |  | System alerts staff during check out and check in when certain circumstances occur: holds, fines, patron or item notes, etc. |  |  |
|  |  | System prints date due receipts automatically or on demand to an attached or networked printer. |  |  |
|  |  | System has the capability to perform circulation transactions when the system is offline or otherwise unavailable. Describe the offline circulation capability in Comments. |  |  |
|  |  | System allows authorized staff to manually set the date for check-in and override default due dates. |  |  |
|  |  | System alerts staff during checkout that the item is already checked out and allows it to be checked in and out in a single step. |  |  |
|  |  | System allows staff to check out an uncatalogued item as a temporary item. |  |  |
|  |  | System tracks usage statistics for items that do not circulate. |  |  |
|  |  | System allows loaned materials to be automatically renewed (e.g., to faculty members). |  |  |
|  |  | System allows staff to renew one, several or all items currently loaned to a patron with a single click. |  |  |

* Describe the check in/check out workflow at a circulation desk, including the renewal functionality.

***Holds***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Access Management |  |  |
|  |  | Holds | Code | Comments |
|  |  | System supports staff-initiated and patron-initiated hold requests and recalls. |  |  |
|  |  | System alerts staff in real time that an item is needed to fill a hold request. Describe in Comments the mechanism that notifies staff which items are needed to fulfill hold requests for patrons. |  |  |
|  |  | System prints hold receipts automatically or on demand to an attached or networked printer. |  |  |
|  |  | System allows loaned materials to be recalled with the capability to shorten the loan period and impose a different fine structure. |  |  |
|  |  | System displays all titles requested by a patron and all patrons with hold requests for a title. |  |  |
|  |  | System allows patrons and staff to specify the location at which the patron wishes to pick up the item. |  |  |
|  |  | System allows patrons and staff to specify when an item is needed to fulfill a hold request, including the date needed by, date no longer needed. |  |  |
|  |  | System allows patrons and staff to specify a time period during which hold requests should not be fulfilled (i.e., hold suspension periods). |  |  |
|  |  | System allows hold requests to be cancelled by both patrons and staff. |  |  |
|  |  | System supports advance scheduling of items, including material or equipment, for specified dates and time periods. |  |  |

* Discuss the system’s ability to schedule items and equipment. Is there a separate cost for this feature?

***Interlibrary Loan***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Access Management |  |  |
|  |  | Interlibrary Loan | Code | Comments |
| 95. |  | System supports staff-initiated and patron-initiated interlibrary loan requests. |  |  |
|  |  | System integrates with the OCLC Resource Sharing network for interlibrary loan purposes. |  |  |
|  |  | System links directly to Interlibrary Loan when no results match a search. |  |  |
|  |  | System supplies an Interlibrary Loan request form to the user that is automatically populated with bibliographic information when appropriate. |  |  |
|  |  | System allows users to monitor the status of ILL requests with the same mechanism that monitors normal hold requests for library-owned materials. |  |  |
|  |  | System allows users to receive notification of filled ILL requests. |  |  |
|  |  | System supports advance scheduling of items, including material or equipment, for specified dates and time periods. |  |  |

* Describe how the system provides a cost-effective and efficient ILL workflow that minimizes duplicate work.

***Billing and payments***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Access Management |  |  |
|  |  | Billing and payments | Code | Comments |
|  |  | System assesses fines and fees for an item automatically based on policies defined by the library. |  |  |
|  |  | System allows fines and fees to be paid (partially or in full) or waived by authorized staff. |  |  |
|  |  | System prints receipts for paid and waived bills automatically or on demand to an attached or networked printer. |  |  |
|  |  | System automatically processes materials that exceed their due date by a library-specified time period as long overdue and bills the patron. |  |  |
|  |  | System retains item-related history and transaction detail indefinitely for fines and fees, even if the item is removed from the collection. |  |  |
|  |  | System allows authorized staff to manually add or waive a fine or fee. |  |  |
|  |  | System processes unpaid bills for export to the campus billing system. |  |  |
|  |  | System maintains a history of paid and waived bill transactions indefinitely for the patron. |  |  |

* Describe the process by which the system can interact with the campus billing system for the asynchronous or real time transfer of bill information.

**Notification**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Access Management |  |  |
|  |  | Notification | Code | Comments |
|  |  | System generates notices to patrons for the following: items past due, items being held for pickup, items no longer being held for pickup, items recalled, outstanding bills. |  |  |
|  |  | System automatically sends notices to patrons via email. Describe in Comments how notices are scheduled to be generated and sent automatically. |  |  |
|  |  | System provides customizable templates for creating notices and receipts. Describe this functionality in Comments. |  |  |
|  |  | System generates notices that may be printed and sent to patrons in lieu of email transmission. |  |  |
|  |  | System can generate pre-overdue notices to alert patrons of an item’s impending due date. |  |  |
|  |  | System maintains a history of notices sent to the patron. |  |  |

***Course reserves***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Access Management |  |  |
|  |  | Course reserves | Code | Comments |
|  |  | System allows staff to create, edit and delete courses. |  |  |
|  |  | System allows staff to place items on reserve for a course. |  |  |
|  |  | System allows searching for course reserves by course name, course number, and instructor's name, among other options. |  |  |
|  |  | System displays course reserves in the public interface. |  |  |
|  |  | System allows courses to have multiple instructors. |  |  |
|  |  | System allows an item to be on reserve for multiple courses. |  |  |
|  |  | System allows courses to be cross listed (e.g., ART 102 is also taught as LIT 105). |  |  |
|  |  | System allows authorized users to archive course reserve information at the end of a semester and re-activate it at a future date. |  |  |
|  |  | System provides persistent URLs for course reserves and reading lists that can be pasted into course management systems or other third party systems. |  |  |

* Describe the workflow for creating a course and placing an item on reserve. Show how this work is reflected in the public interface.

***Patron management***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Access Management |  |  |
|  |  | Patron management | Code | Comments |
|  |  | System creates and updates patron information in batch by loading data files from the campus registration system. Describe in Comments the batch uploading of data process and to what extent the process can be automated. |  |  |
|  |  | System accommodates an unlimited number of patron types. |  |  |
|  |  | System patron records to be searched by a variety of data points, including name and email address. Describe in Comments the data elements that comprise a patron record. |  |  |
|  |  | System allows notes to be added to a patron record. |  |  |
|  |  | System allows authorized staff to add a block to a patron’s record manually. |  |  |
|  |  | System retains expired patron records that have financial information linked to them for fines and fees. |  |  |
|  |  | System allows staff to create patrons manually to accommodate community borrowers. |  |  |

**Metadata Management**

***Cataloging***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Metadata Management |  |  |
|  |  | Creation and import | Code | Comments |
|  |  | System can import records individually or in batch (e.g. bibliographic, order, authority, item, patron, etc.). |  |  |
|  |  | System offers options for handling records detected as duplicates: adding, merging, replacing or ignoring. |  |  |
|  |  | System imports and exports bibliographic, holdings and authority records in MARC21 as well as order and item records from third-party suppliers such as Baker & Taylor and Marcive. |  |  |
|  |  | System must interact with OCLC's Cataloging Services for metadata records. |  |  |
|  |  | System validates records based on established cataloging practice. |  |  |
|  |  | System imports and exports records from common metadata schemas such as Dublin Core, VRA Core, etc. Specify the schema supported by the system. |  |  |
|  |  | The library retains ownership of records within the institutional catalog. |  |  |
|  |  | System imposes no limitations on the number of records that can be imported or exported. |  |  |
|  |  | Supports bib frame |  |  |

* Describe the process of importing records from a bibliographic database such as OCLC’s WorldCat.

***Holdings management***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Metadata Management |  |  |
|  |  | Holdings management | Code | Comments |
|  |  | System can create holdings and item records for both physical and electronic resources. |  |  |
|  |  | System supports method for updating and editing batches of item records or holdings records through barcode scanning or identification number import. |  |  |
|  |  | System supports the MARC21 Format for holdings data. |  |  |
|  |  | System supports export and import of holdings records. |  |  |
|  |  | System allows an unlimited number of copy/item records with various locations to link to a single bibliographic record. |  |  |
|  |  | System allows a holdings record to be moved to a different bibliographic record, or an item record to be moved to a different holdings record, while retaining statistics and relevant linking information (e.g., the link to the purchase order). |  |  |
|  |  | System supports linked records for items bound together with separate bibliographic records but shared holdings/item records. |  |  |
|  |  | System allows staff to manage inventory effectively. Describe in Comments how inventory control is managed by the system. |  |  |

* Describe how local holdings are set in the OCLC WorldCat database for all library resources.

***Authority control***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Metadata Management |  |  |
|  |  | Authority control | Code | Comments |
|  |  | System supports MARC/RDA authority records including Library of Congress name and subject Headings and genre/form terms. |  |  |
|  |  | Vendor provides a global, shared authority file. |  |  |
|  |  | System supports staff creation, revision and deletion of local authority records. |  |  |
|  |  | System automatically checks and updates headings in bibliographic records against the authority file. |  |  |

* Describe how the system manages the import and export of authority data from one or more authority vendors such as MARCIVE.

**Resource Management**

***Acquisitions***

**Fund management**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Resource Management |  |  |
|  |  | Acquisitions |  |  |
|  |  | Fund management | Code | Comments |
|  |  | System supports a hierarchical fund structure that provides the ability to group and report on funds. |  |  |
|  |  | System displays fund balances in real time (including encumbrances and expenditures). |  |  |
|  |  | System allows library staff with sufficient privilege to adjust the amount of funds (add new money, transfer money from one fund to another) at any time during the fiscal cycle. |  |  |
|  |  | System facilitates the closing of a budget at the end of a fiscal cycle with options to rollover amounts and encumbrances to the next cycle. |  |  |
|  |  | System updates fund amounts in real time. |  |  |
|  |  | System supports a graphic display of fund balance, allocation, expenditure, encumbrances. |  |  |
|  |  | System imposes no limits on the number of funds. |  |  |
|  |  | System allows the library to define its own fiscal cycle with no restrictions on starting or ending dates or duration of cycle. |  |  |

* Describe the structure of funds in the system. Is there a limit on the length of fund names?
* Describe the solution’s support for closing a budget at the end of a fiscal cycle.

**Vendor management**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Resource Management |  |  |
|  |  | Acquisitions |  |  |
|  |  | Vendor management | Code | Comments |
|  |  | System supports full vendor records that include account numbers, contact information, notes and EDIFACT transmission details. |  |  |
|  |  | System permits multiple accounts for a single vendor. |  |  |
|  |  | System can access a central database of vendors to minimize the rekeying of information common to all users (e.g., addresses, global contacts). |  |  |

* Describe the structure of vendor data in the system and how it is used in different functional areas.

**Ordering and renewing**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Resource Management |  |  |
|  |  | Acquisitions |  |  |
|  |  | Ordering and renewing | Code | Comments |
|  |  | System imports MARC-based order files from orders generated in other vendor systems like Baker & Taylor. |  |  |
|  |  | System offers a full EDI interface with major library vendors for ordering and invoicing. |  |  |
|  |  | System reflects order status information in real-time and displays current status in staff display and in the user interface if desired. |  |  |
|  |  | System links a purchase order to other related information such as invoice, vendor and descriptive record. |  |  |
|  |  | System allows holds to be placed against titles on order or in process. |  |  |
|  |  | System allows orders for non-bibliographic material using the same funds that order and pay for bibliographic material. |  |  |
|  |  | System facilitates the renewal of subscription titles with a minimum of staff interaction. |  |  |
|  |  | System allows orders to be cancelled with appropriate notification sent to vendors. |  |  |
|  |  | System accommodates Patron Driven Acquisitions (PDA/PDD) plans for print and electronic resources. |  |  |

* Describe the workflow for importing MARC-based order records from vendors.

**Invoicing and receiving**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Resource Management |  |  |
|  |  | Acquisitions |  |  |
|  |  | Invoicing and receiving | Code | Comments |
|  |  | System permits the receipt of single-title monographs, serial monographs, and issues of serials. |  |  |
|  |  | System allows print items to be received from both purchase orders and invoices. |  |  |
|  |  | System supports adding items to the collection which are not purchased. |  |  |
|  |  | System notifies patrons when a requested item has been received. |  |  |
|  |  | System allows payment for a single item from multiple funds. |  |  |
|  |  | System provides an audit trail for financial transactions. |  |  |
|  |  | System can export invoice/payment requests to campus financial systems and import payment confirmation files. |  |  |

* Describe the workflow for receiving an item that was not ordered, such as a gift.

**Claiming**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Resource Management |  |  |
|  |  | Acquisitions |  |  |
|  |  | Claiming | Code | Comments |
|  |  | System notifies staff when a volume or issue has not arrived and allows for claiming of missed items. |  |  |
|  |  | System allows claims to be sent by EDI, email, or print. |  |  |
|  |  | System allows claims to be manually generated at any time. |  |  |

* Describe how an expected item becomes claimable.

***Serials management***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Resource Management |  |  |
|  |  | Serials management | Code | Comments |
|  |  | System allows the receipt of print serial issues, including creating item records when required. |  |  |
|  |  | System provides date prediction and enumeration patterns for issue check-in. |  |  |
|  |  | System supports claiming of serial issues based on prediction patterns. |  |  |
|  |  | System allows check-in for multiple parts of a title, including regular issues, indexes, supplements, pocket parts, etc. |  |  |
|  |  | System accommodates the check-in of special issues that were not predicted. |  |  |
|  |  | System automatically updates the display of issue receipt in the public catalog. |  |  |
|  |  | System updates the MARC21 holdings record (85X/86X paired fields) automatically during check-in. |  |  |
|  |  | System correctly links serial title changes in both the staff and public catalogs. |  |  |
|  |  | Ability to generate and print own barcodes and spine labels when checked in. |  |  |
|  |  | System can locate issues to bind |  |  |
|  |  | System has ability to mark issues sent to binder. |  |  |
|  |  | Bound volumes can be checked-in upon return from the bindery. |  |  |

* Describe the process for checking in serial issues, including creating item records for issues that circulate.
* What makes your system for serials management unique?

***Electronic resources management***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS |  |  |
|  |  | Resource Management |  |  |
|  |  | Electronic resources management | Code | Comments |
|  |  | System facilitates management of purchased electronic resources as well as e-content available via open access. |  |  |
|  |  | System manages license agreements for all electronic resources. |  |  |
|  |  | System provides a comprehensive knowledgebase of electronic titles and packages from a wide variety of providers. |  |  |
|  |  | System provides an integrated OpenURL resolver. |  |  |
|  |  | System manages administrative information for electronic resources and contact information for vendors and publishers. |  |  |
|  |  | System permits trial periods to evaluate e-resources. |  |  |
|  |  | System permits easy activation of electronic packages and titles purchased by the library. |  |  |
|  |  | System displays an electronic resource in the public catalog automatically when it is activated in the knowledgebase. |  |  |
|  |  | System supports one-click resolution to full text access when supported by target provider. |  |  |
|  |  | System allows digital versions of license agreements to be attached to licenses. |  |  |
|  |  | System supports the ERMI schema for licenses. |  |  |

* Describe the overall workflow for the management of licensed content in your system.
* Describe how the system stores and displays licenses and related documents, including the fields available for license terms.

**Reports and Analytics**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  | FUNCTIONAL REQUIREMENTS | |  |  |
|  |  | Reports and analytics | |  |  |
|  |  | General | | Code | Comments |
|  |  | Provides statistical reports as a standard component of the ILS. |  | |  |
|  |  | Allows customization of reports by staff members with appropriate privilege, including but not limited to updating report parameters, views, dates, etc. |  | |  |
|  |  | Allows reports to be run automatically on a schedule that the library chooses. |  | |  |
|  |  | Allows staff to run a report manually at any time. |  | |  |
|  |  | Provides output in a format (.csv, .txt) that is easily imported to common spreadsheet software like Microsoft Excel. |  | |  |
|  |  | Does not require knowledge of SQL to create, modify, schedule or run reports. |  | |  |
|  |  | Complies with industry usage reporting standards such as SUSHI and COUNTER. |  | |  |
|  |  | Aggregates historical data for ease in compiling trend analysis (such as usage or expenditures). |  | |  |
|  |  | System can report on specified parts of the collection (e.g., material format, patron category, etc.) or the entire collection. In the comments, please state any limits to the number of records available for reporting. |  | |  |
|  |  | System retains transaction-oriented information (without patron-identifiable data) indefinitely for statistical reporting purposes, even if the associated item or patron has been removed from the system. |  | |  |
|  |  |  |  | |  |
|  |  | Collection reports | Code | | Comments |
|  |  | Please indicate if the proposed system offers collection reports for the following: |  | |  |
|  |  | Holdings by Library of Congress classification ranges |  | |  |
|  |  | Holdings by publication date |  | |  |
|  |  | Holdings by material format |  | |  |
|  |  | Holdings by location |  | |  |
|  |  | Holdings added within a time range |  | |  |
|  |  | Count of holdings by publication date (i.e., age of collection) |  | |  |
|  |  | List of items flagged as withdrawn, lost, missing, etc. |  | |  |
|  |  |  |  | |  |
|  |  | Acquisition reports | Code | | Comments |
|  |  | Please indicate if the proposed system offers acquisitions reports for the following: |  | |  |
|  |  | Balance report of fund appropriations, expenditures, encumbrances, and free balance |  | |  |
|  |  | Expenditures by Library of Congress classification range and time period |  | |  |
|  |  | Encumbrances and expenditures by type of material |  | |  |
|  |  | Open encumbrances |  | |  |
|  |  | Payment activity by fund |  | |  |
|  |  | Payment activity by vendor |  | |  |
|  |  | Payment activity by material format |  | |  |
|  |  | Payment activity by location |  | |  |
|  |  | Payment activity by requestor |  | |  |
|  |  |  |  | |  |
|  |  | Circulation reports | Code | | Comments |
|  |  | Please indicate if the proposed system offers circulation reports for the following: |  | |  |
|  |  | Circulation activity (loans, renewals, requests, returns) by time period |  | |  |
|  |  | Circulation activity (loans, renewals, requests, returns) by borrower type |  | |  |
|  |  | Circulation activity (loans, renewals, requests, returns) by location |  | |  |
|  |  | Circulation activity (loans, renewals, requests, returns) by material format |  | |  |
|  |  | Outstanding fines |  | |  |
|  |  | Overdue items |  | |  |
|  |  | Items used in-house |  | |  |
|  |  | Daily fines collected by location |  | |  |
|  |  | Recalled items |  | |  |
|  |  |  |  | |  |
|  |  | Patron reports | Code | | Comments |
|  |  | Please indicate if the proposed system offers patron reports for the following: |  | |  |
|  |  | Patrons added within a time range |  | |  |
|  |  | Patrons by borrower type |  | |  |
|  |  | Patrons by demographic category (e.g., field of study, postal code, etc.) |  | |  |
|  |  |  |  | |  |
|  |  | Electronic resources reports | Code | | Comments |
|  |  | Please indicate if the proposed system offers electronic resources reports for the following: |  | |  |
|  |  | Coverage overlap |  | |  |
|  |  | Most used titles |  | |  |
|  |  | Seldom or never used titles |  | |  |
|  |  | COUNTER usage (database, e-journal, e-book) |  | |  |
|  |  |  |  | |  |

* Describe the process of modifying and running standard reports.
* Describe the creation of custom reports using a report authoring interface if one is available with your system.

**Support**

**Customer Support**

* Describe the support of the service available from your company, including customer support hours.
* Discuss the procedure for reporting problems, including who from the institution may contact your company’s support operation and the methods of such contact.
* Describe the criteria used to determine the need for high-priority support, including your escalation procedure.
* Describe the schedule and procedure for installing software upgrades and patches, including when and how customers are alerted to such events.
* Discuss how software bugs are identified, reported, communicated to the user community and fixed.
* Describe the resources and materials available for customers to troubleshoot and/or solve their own problems with the service (e.g., documentation, FAQ, release notes, patch information, etc.).
* Discuss how libraries can help steer the direction of the product and its effective use.
* Describe any customer community activities you sponsor or support, such as online or in-person venues to allow customers to share ideas and solutions. Include information about annual conferences and attendance, and regional interest groups.

**Implementation and training**

* Provide a typical implementation and migration timeline and project plan.
* Describe the communication channels that the library and vendor will use during the project.
* Describe the library staff resources required to support the migration and implementation work for the proposed solution, including roles required, level of involvement, and length of involvement.
* Describe the implementation training program content, method of delivery, and materials.
* Describe the configuration and customization decisions that the library makes during implementation, including any configuration that can only be performed by the vendor.

**Data Migration**

* Describe the methodology for migrating data from the library’s current ILS, including the steps involved in migrating bibliographic, item, patron, and circulation data.
* Describe testing and cleanup processes to ensure that all data is migrated properly.
* Discuss any opportunities for record cleanup and enhancement during the migration process.
* Describe the process of ongoing patron data loads after the initial migration is complete.

**D. References**

Provide at least three references, preferably from higher education institutions, for which the same services are being utilized. Include, at a minimum, the following:

* Company/School/Business name
* Contact name
* Phone number
* E-mail address
* Brief description of the scope, length, volume and status of the business relationship

References may be contacted at any time during this solicitation.

**SECTION FOUR – COST PROPOSAL**

**1. – Cost of Goods or Services**

The cost response must be in US dollars and must include all possible costs to the university. The maximum points possible for the cost proposal are 300. The proposal with the lowest price gets the total maximum points. Procurement Services will calculate the costs scores based on the following formula:

Cost Score= ((Lowest price amount from all proposals)/ (other proposal price being evaluated)) x maximum number of points.

**Vendors are to submit annual pricing plus start-up costs.**