

STATE OF UTAH



SOLICITATION NO. JG9045

Integrated Library System--Software as a Service (SaaS)

RESPONSES ARE DUE PRIOR TO:

Feb 19, 2009 3:00:00 PM MST

RESPONSES MAY BE SUBMITTED ELECTRONICALLY TO:

www.bidsync.com

RESPONSES MAY BE MAILED OR DELIVERED TO:

State of Utah
Division of Purchasing
3150 State Office Building, Capitol Hill
Salt Lake City, Utah 84114-1061

Bid JG9045

Integrated Library System--Software as a Service (SaaS)

Bid Number	JG9045
Bid Title	Integrated Library System--Software as a Service (SaaS)
Bid Start Date	Feb 2, 2009 1:47:40 PM MST
Bid End Date	Feb 19, 2009 3:00:00 PM MST
Question & Answer End Date	Feb 10, 2009 5:00:00 PM MST
Bid Contact	Jared Gardner Purchasing Agent Purchasing 801-538-3342 jaredgardner@utah.gov
Contract Duration	5 years
Contract Renewal	4 annual renewals
Prices Good for	60 days
Bid Comments	The purpose of this request for proposal is to enter into a contract with a qualified firm to provide an integrated library system for the Utah State Library, its partners, and bookmobiles. It is anticipated that this RFP may result in a contract award to a single SaaS contractor.

Changes made on Feb 4, 2009 7:46:29 AM MST

Removed Documents Request for Proposal

Changes made on Feb 4, 2009 7:47:12 AM MST

New Documents Request for Proposal

Item Response Form

Item	JG9045-1-01 - n/a
Quantity	1 each
Prices are not requested for this item.	
Delivery Location	State of Utah <u>See Specifications for Details</u> * * UT * Qty 1
Description	
n/a	



State of Utah Request for Proposal

Legal Company Name (include d/b/a if applicable) 	Federal Tax Identification Number 	State of Utah Sales Tax ID Number 	
Ordering Address 	City 	State 	Zip Code
Remittance Address (if different from ordering address) 	City 	State 	Zip Code
Type ☐ Corporation ☐ Partnership ☐ Proprietorship ☐ Government	Company Contact Person 		
Telephone Number (include Area Code) 	Fax Number (include area code) 		
Company=s Internet Web Address 	Email Address 		
Discount Terms (for bid purposes, bid discounts less than 30 days will not be considered)	Days Required for Delivery After receipt of Order (see attached for any required minimums) 		
The undersigned certifies that the goods or services offered are produced, mined, grown, manufactured or performed in Utah. Yes ☐ No ☐ . If no, enter where produced, etc. 			
Offeror=s Authorized Representatives=s Signature 	Date 		
Type or Print Name 	Position or Title 		

REQUEST FOR PROPOSAL - INSTRUCTIONS AND GENERAL PROVISIONS

1. SUBMITTING THE PROPOSAL: (a) The Utah Division of Purchasing and General Services (DIVISION) prefers that proposals be submitted electronically. Electronic proposals may be submitted through a secure mailbox at BidSync (formerly RFP Depot, LLC) (www.bidsync.com) until the date and time as indicated in this document. It is the sole responsibility of the supplier to ensure their proposal reaches BidSync

before the closing date and time. There is no cost to the supplier to submit Utah's electronic proposals via BidSync. (b) Electronic proposals may require the uploading of electronic attachments. The submission of attachments containing embedded documents is prohibited. All documents should be attached as separate files. (c) If the supplier chooses to submit the proposal directly to the DIVISION in writing: The proposal must be signed in ink, sealed, and delivered to the Division of Purchasing, 3150 State Office Building, Capitol Hill, Salt Lake City, UT 84114-1061 by the "Due Date and Time." The "Solicitation Number" and "Due Date" must appear on the outside of the envelope. All prices and notations must be in ink or typewritten. Each item must be priced separately. Unit price shall be shown and a total price shall be entered for each item offered. Errors may be crossed out and corrections printed in ink or typewritten adjacent and must be initialed in ink by person signing offer. Unit price will govern, if there is an error in the extension. Written offers will be considered only if it is submitted on the forms provided by the DIVISION. (d) Proposals, modifications, or corrections received after the closing time on the "Due Date" will be considered late and handled in accordance with the Utah Procurement Rules, section R33-3-209. (e) Facsimile transmission of proposals to DIVISION will not be considered.

2. PROPOSAL PREPARATION: (a) Delivery time of products and services is critical and must be adhered to as specified. (b) Wherever in this document an item is defined by using a trade name of a manufacturer and/or model number, it is intended that the words, "or equivalent" apply. "Or equivalent" means any other brand that is equal in use, quality, economy and performance to the brand listed as determined by the DIVISION. If the supplier lists a trade name and/or catalog number in the offer, the DIVISION will assume the item meets the specifications unless the offer clearly states it is an alternate, and describes specifically how it differs from the item specified. All offers must include complete manufacturer=s descriptive literature if quoting an equivalent product. All products are to be of new, unused condition, unless otherwise requested in this solicitation. (c) Incomplete proposals may be rejected. (d) Where applicable, all proposals must include complete manufacturer=s descriptive literature. (e) By submitting the proposal the offeror certifies that all of the information provided is accurate, that they are willing and able to furnish the item(s) specified, and that prices offered are correct. (f) This proposal may not be withdrawn for a period of 60 days from the due date.

3. FREIGHT COST: (a) Where "Freight Cost" is listed as a separate line item, suppliers are to provide product line item pricing FOB Origin Less Freight. On the line item for "Freight Cost" suppliers are to indicate the total freight cost FOB Destination Freight Prepaid, and complete the "Freight Information" document. The DIVISION will analyze freight charges separately from the item cost and determine how the shipment will be routed (either by the supplier, or by the State's carrier). (b) Where there is not a line item for "Freight Cost", suppliers are to provide line item pricing FOB Destination Freight Prepaid. Unless otherwise indicated on the contract/purchase order, shipping terms will be FOB Destination Freight Prepaid.

4. SOLICITATION AMENDMENTS: All changes to this solicitation will be made through written addendum only. Answers to questions submitted through RFP Depot shall be considered addenda to the solicitation documents. Bidders are cautioned not to consider verbal modifications.

5. PROTECTED INFORMATION: Suppliers are required to mark any specific information contained in their offer which they are claiming as protected and not to be disclosed to the public or used for purposes other than the evaluation of the offer. Each request for non-disclosure must be made by completing the "Confidentiality Claim Form" located at: <http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc> with a specific justification explaining why the information is to be protected. Pricing and service elements of any proposal will not be considered proprietary. All material becomes the property of the DIVISION and may be returned only at the DIVISION's option.

6. BEST AND FINAL OFFERS: Discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of assuring full understanding of, and responsiveness to, solicitation requirements. Prior to award, these offerors may be asked to submit best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by a competing offeror.

7. SAMPLES: Samples of item(s) specified in this offer, brochures, etc., when required by the DIVISION, must be furnished free of expense to the DIVISION. Any item not destroyed by tests may, upon request made at the time the sample is furnished, be returned at the offeror's expense.

8. AWARD OF CONTRACT: (a) The contract will be awarded with reasonable promptness, by written notice, to the responsible offeror whose proposal is determined to be the most advantageous to the DIVISION, taking into consideration price and evaluation factors set forth in the RFP. No other factors or criteria will be

used in the evaluation. The contract file shall contain the basis on which the award is made. Refer to Utah Code Annotated 65-56-408. (b) The DIVISION may accept any item or group of items, or overall best offer. The DIVISION can reject any or all proposals, and it can waive any informality, or technicality in any proposal received, if the DIVISION believes it would serve the best interests of the DIVISION. (c) Before, or after, the award of a contract the DIVISION has the right to inspect the offeror's premises and all business records to determine the offeror's ability to meet contract requirements. (d) The DIVISION will open proposals publicly, identifying only the names of the offerors. During the evaluation process, proposals will be seen only by authorized DIVISION staff and those selected by DIVISION to evaluate the proposals. Following the award decision, all proposals become public information except for protected information (see number 5 above). A register of proposals and contract awards are posted at <http://purchasing.utah.gov/vendor/bidtab.html>. (e) Estimated quantities are for bidding purposes only, and not to be interpreted as a guarantee to purchase any amount. (f) Utah has a reciprocal preference law which will be applied against offerors offering products or services produced in states which discriminate against Utah products. For details see Section 63G-6-404 and 63G-6-405, Utah Code Annotated. (g) Multiple contracts may be awarded if the DIVISION determines it would be in its best interest.

9. DIVISION APPROVAL: Contracts written with the State of Utah, as a result of this proposal, will not be legally binding without the written approval of the Director of the DIVISION.

10. DEBARMENT: The CONTRACTOR certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. If the CONTRACTOR cannot certify this statement, attach a written explanation for review by the DIVISION.

11. ENERGY CONSERVATION AND RECYCLED PRODUCTS: The contractor is encouraged to offer Energy Star certified products or products that meet FEMP (Federal Energy Management Program) standards for energy consumption. The State of Utah also encourages contractors to offer products that are produced with recycled materials, where appropriate, unless otherwise requested in this solicitation.

12. GOVERNING LAWS AND REGULATIONS: All State purchases are subject to the Utah Procurement Code, Title 63, Chapter 56 Utah Code Annotated 1953, as amended, and the Procurement Rules as adopted by the Utah State Procurement Policy Board (Utah Administrative Code Section R33). These are available on the Internet at www.purchasing.utah.gov.

13. SALES TAX ID NUMBER: Utah Code Annotated (UCA) 59-12-106 requires anyone filing a bid with the state for the sale of tangible personal property or any other taxable transaction under UCA 59-12-103(1) to include their Utah sales tax license number with their bid. For information regarding a Utah sales tax license see the Utah State Tax Commission's website at www.tax.utah.gov/sales. The Tax Commission is located at 210 North 1950 West, Salt Lake City, UT 84134, and can be reached by phone at (801) 297-2200.

(Revision 22 October 2008 - RFP Instructions)

ATTACHMENT A: STATE OF UTAH STANDARD TERMS AND CONDITIONS

1. **AUTHORITY:** Provisions of this contract are pursuant to the authority set forth in 63G-6, Utah Code Annotated, 1953, as amended, Utah State Procurement Rules (Utah Administrative Code Section R33), and related statutes which permit the State to purchase certain specified services, and other approved purchases for the State.
2. **CONTRACT JURISDICTION, CHOICE OF LAW, AND VENUE:** The provisions of this contract shall be governed by the laws of the State of Utah. The parties will submit to the jurisdiction of the courts of the State of Utah for any dispute arising out of this Contract or the breach thereof. Venue shall be in Salt Lake City, in the Third Judicial District Court for Salt Lake County.
3. **LAWS AND REGULATIONS:** The Contractor and any and all supplies, services, equipment, and construction furnished under this contract will comply fully with all applicable Federal and State laws and regulations.
4. **RECORDS ADMINISTRATION:** The Contractor shall maintain, or supervise the maintenance of all records necessary to properly account for the payments made to the Contractor for costs authorized by this contract. These records shall be retained by the Contractor for at least four years after the contract terminates, or until all audits initiated within the four years, have been completed, whichever is later. The Contractor agrees to allow State and Federal auditors, and State Agency Staff, access to all the records to this contract, for audit and inspection, and monitoring of services. Such access will be during normal business hours, or by appointment.
5. **CONFLICT OF INTEREST:** Contractor represents that none of its officers or employees are officers or employees of the State of Utah, unless disclosure has been made in accordance with 67-16-8, Utah Code Annotated, 1953, as amended.
6. **CONTRACTOR, AN INDEPENDENT CONTRACTOR:** The Contractor shall be an independent contractor, and as such, shall have no authorization, express or implied, to bind the State to any agreements, settlements, liability, or understanding whatsoever, and agrees not to perform any acts as agent for the State, except as herein expressly set forth. Compensation stated herein shall be the total amount payable to the Contractor by the State. The Contractor shall be responsible for the payment of all income tax and social security amounts due as a result of payments received from the State for these contract services. Persons employed by the State and acting under the direction of the State shall not be deemed to be employees or agents of the Contractor.
7. **INDEMNITY CLAUSE:** The Contractor agrees to indemnify, save harmless, and release the State of Utah, and all its officers, agents, volunteers, and employees from and against any and all loss, damages, injury, liability, suits, and proceedings arising out of the performance of this contract which are caused in whole or in part by the acts or negligence of the Contractor's officers, agents, volunteers, or employees, but not for claims arising from the State's sole negligence.
8. **EMPLOYMENT PRACTICES CLAUSE:** The Contractor agrees to abide by the provisions of Title VI and VII of the Civil Rights Act of 1964 (42USC 2000e) which prohibits discrimination against any employee or applicant for employment or any applicant or recipient of services, on the basis of race, religion, color, or national origin; and further agrees to abide by Executive Order No. 11246, as amended, which prohibits discrimination on the basis of sex; 45 CFR 90 which prohibits discrimination on the basis of age; and Section 504 of the Rehabilitation Act of 1973, or the Americans with Disabilities Act of 1990 which prohibits discrimination on the basis of disabilities. Also, the Contractor agrees to abide by Utah's Executive Order, dated March 17, 1993, which prohibits sexual harassment in the work place.
9. **SEPARABILITY CLAUSE:** A declaration by any court, or any other binding legal source, that any provision of this contract is illegal and void shall not affect the legality and enforceability of any other provision of this contract, unless the provisions are mutually dependent.
10. **RENEGOTIATION OR MODIFICATIONS:** This contract may be amended, modified, or supplemented only by written amendment to the contract, executed by authorized persons of the parties hereto, and attached to the original signed copy of the contract. Automatic renewals will not apply to this contract.
11. **DEBARMENT:** The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract), by any governmental department or agency. If the Contractor cannot certify this statement, attach a written explanation for review by the State. The Contractor must notify the State Director of Purchasing within 30 days if debarred by any governmental entity during the Contract period.
12. **TERMINATION:** Unless otherwise stated in the Special Terms and Conditions, this contract may be terminated, with cause by either party, in advance of the specified termination date, upon written notice being given by the other party. The party in violation will be given ten (10) working days after notification to correct and cease the violations, after which the contract may be terminated for cause. This contract may be terminated without cause, in advance of the specified expiration date, by either party, upon sixty (60) days prior written notice being given the other party. On termination of this contract, all accounts and payments will be processed according to the financial arrangements set forth herein for approved services rendered to date of termination.
13. **NONAPPROPRIATION OF FUNDS:** The Contractor acknowledges that the State cannot contract for the payment of funds not yet appropriated by the Utah State Legislature. If funding to the State is reduced due to an order by the Legislature or the Governor, or is required by State law, or if federal funding (when applicable) is not provided, the State may terminate this contract or proportionately reduce the services and purchase obligations and the amount due from the State upon 30 days written notice. In the case that funds are not appropriated or are reduced, the State will reimburse Contractor for products delivered or services performed through the date of cancellation or reduction, and the State will not be liable for any future commitments, penalties, or liquidated damages.
14. **SALES TAX EXEMPTION:** The State of Utah's sales and use tax exemption number is 11736850-010-STC. The tangible personal property or services being purchased are being paid from State funds and used in the exercise of that entity's essential functions. If the items being purchased are construction materials, they will be converted into real property by employees of this government entity, unless otherwise stated in the contract.

15. **WARRANTY:** The Contractor agrees to warrant and assume responsibility for all products (including hardware, firmware, and/or software products) that it licenses, contracts, or sells to the State of Utah under this contract for a period of one year, unless otherwise specified and mutually agreed upon elsewhere in this contract. The Contractor (seller) acknowledges that all warranties granted to the buyer by the Uniform Commercial Code of the State of Utah apply to this contract. Product liability disclaimers and/or warranty disclaimers from the seller are not applicable to this contract unless otherwise specified and mutually agreed upon elsewhere in this contract. In general, the Contractor warrants that: (1) the product will do what the salesperson said it would do, (2) the product will live up to all specific claims that the manufacturer makes in their advertisements, (3) the product will be suitable for the ordinary purposes for which such product is used, (4) the product will be suitable for any special purposes that the State has relied on the Contractor's skill or judgment to consider when it advised the State about the product, (5) the product has been properly designed and manufactured, and (6) the product is free of significant defects or unusual problems about which the State has not been warned. Remedies available to the State include the following: The Contractor will repair or replace (at no charge to the State) the product whose nonconformance is discovered and made known to the Contractor in writing. If the repaired and/or replaced product proves to be inadequate, or fails of its essential purpose, the Contractor will refund the full amount of any payments that have been made. Nothing in this warranty will be construed to limit any rights or remedies the State of Utah may otherwise have under this contract.
16. **PUBLIC INFORMATION:** Contractor agrees that the contract, related Sales Orders, and Invoices will be public documents, and may be available for distribution. Contractor gives the State express permission to make copies of the contract, related Sales Orders, and Invoices in accordance with the State of Utah Government Records Access and Management Act (GRAMA). Except for sections identified in writing and expressly approved by the State Division of Purchasing, Contractor also agrees that the Contractor's response to the solicitation will be a public document, and copies may be given to the public under GRAMA laws. The permission to make copies as noted will take precedence over any statements of confidentiality, proprietary information, copyright information, or similar notation.
17. **DELIVERY:** Unless otherwise specified in this contract, all deliveries will be F.O.B. destination with all transportation and handling charges paid by the Contractor. Responsibility and liability for loss or damage will remain with Contractor until final inspection and acceptance when responsibility will pass to the State except as to latent defects, fraud and Contractor's warranty obligations.
18. **ORDERING AND INVOICING:** All orders will be shipped promptly in accordance with the delivery schedule. The Contractor will promptly submit invoices (within 30 days of shipment or delivery of services) to the State. The State contract number and/or the agency purchase order number shall be listed on all invoices, freight tickets, and correspondence relating to the contract order. The prices paid by the State will be those prices listed in the contract. The State has the right to adjust or return any invoice reflecting incorrect pricing.
19. **PAYMENT:** Payments are normally made within 30 days following the date the order is delivered or the date a correct invoice is received, whichever is later. All payments to the Contractor will be remitted by mail unless paid by the State of Utah's Purchasing Card (major credit card).
20. **PATENTS, COPYRIGHTS, ETC.:** The Contractor will release, indemnify and hold the State, its officers, agents and employees harmless from liability of any kind or nature, including the Contractor's use of any copyrighted or un-copyrighted composition, secret process, patented or un-patented invention, article or appliance furnished or used in the performance of this contract.
21. **ASSIGNMENT/SUBCONTRACT:** Contractor will not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this contract, in whole or in part, without the prior written approval of the State.
22. **DEFAULT AND REMEDIES:** Any of the following events will constitute cause for the State to declare Contractor in default of the contract: 1. Nonperformance of contractual requirements; 2. A material breach of any term or condition of this contract. The State will issue a written notice of default providing a ten (10) day period in which Contractor will have an opportunity to cure. Time allowed for cure will not diminish or eliminate Contractor's liability for damages. If the default remains, after Contractor has been provided the opportunity to cure, the State may do one or more of the following: 1. Exercise any remedy provided by law; 2. Terminate this contract and any related contracts or portions thereof; 3. Impose liquidated damages, if liquidated damages are listed in the contract; 4. Suspend Contractor from receiving future solicitations.
23. **FORCE MAJEURE:** Neither party to this contract will be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that party's reasonable control. The State may terminate this contract after determining such delay or default will reasonably prevent successful performance of the contract.
24. **PROCUREMENT ETHICS:** The Contractor understands that a person who is interested in any way in the sale of any supplies, services, construction, or insurance to the State of Utah is violating the law if the person gives or offers to give any compensation, gratuity, contribution, loan or reward, or any promise thereof to any person acting as a procurement officer on behalf of the State, or who in any official capacity participates in the procurement of such supplies, services, construction, or insurance, whether it is given for their own use or for the use or benefit of any other person or organization (63G-6-1002, Utah Code Annotated, 1953, as amended).
25. **CONFLICT OF TERMS:** Contractor Terms and Conditions that apply must be in writing and attached to the contract. No other Terms and Conditions will apply to this contract including terms listed or referenced on a Contractor's website, terms listed in a Contractor quotation/sales order, etc. In the event of any conflict in the contract terms and conditions, the order of precedence shall be: 1. Atth. A: State of Utah Standard Terms and Conditions; 2. State of Utah Contract Signature Page(s); 3. State Additional

Terms and Conditions; 4. Contractor Terms and Conditions.

26. **ENTIRE AGREEMENT:** This Agreement, including all Attachments, and documents incorporated hereunder, and the related State Solicitation constitutes the entire agreement between the parties with respect to the subject matter, and supersedes any and all other prior and contemporaneous agreements and understandings between the parties, whether oral or written. The terms of this Agreement shall supersede any additional or conflicting terms or provisions that may be set forth or printed on the Contractor's work plans, cost estimate forms, receiving tickets, invoices, or any other related standard forms or documents of the Contractor that may subsequently be used to implement, record, or invoice services hereunder from time to time, even if such standard forms or documents have been signed or initialed by a representative of the State. The parties agree that the terms of this Agreement shall prevail in any dispute between the terms of this Agreement and the terms printed on any such standard forms or documents, and such standard forms or documents shall not be considered written amendments of this Agreement.

(Revision date: 3 Sept 2008)

REQUEST FOR PROPOSAL

To provide a Software as a Service (SaaS) Integrated Library System

for the Utah State Library, Its Partners, and Bookmobiles

Solicitation # JG9045

PURPOSE OF REQUEST FOR PROPOSAL (RFP)

The purpose of this request for proposal is to enter into a contract with a qualified firm to provide an integrated library system for the Utah State Library, its partners, and bookmobiles. It is anticipated that this RFP may result in a contract award to a single SaaS contractor.

This RFP is designed to provide interested offerors with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential data. Offerors are at liberty and are encouraged to expand upon the specifications to evidence service capability under any agreement.

BACKGROUND

The Utah State Library (USL) provides an Integrated Library system to serve the needs of Utah Bookmobile Libraries, other state agencies, and State Library's own customers. USL is a Division of the Utah Department of Community and Culture.

Currently USL uses the Horizon™ Library System for SirsiDynix in an SAAS (software as a service) environment. This hosted system includes the following: cataloging, circulation, serials control, authority control, reporting, web-based graphical user interface (On-Line Public Access Catalog - OPAC), acquisitions, off-line circ., inventory, z39.50, and RPA (remote patron authentication).

This system provides service to the following units:

- 1 – Utah State Library (customers include State Bookmobiles, smaller public libraries and the public)
- 2 – State History (public)
- 3 – State Archives (public, other government agencies)
- 4 – Department Of Transportation Library (public, government agencies)
- 5 – Administrative Rules (government agencies, public)
- 6 – Utah State Law Library (public, courts)

These holdings are combined into a database of approximately 111,000 bibliographic and 210,000 item records.

In addition, three bookmobile libraries are currently using the Horizon™ system on a separate database containing approximately 70,000 items and 40,000 titles. All Bookmobiles are equipped with satellites to provide internet access. However, many service areas must utilize an “off-line” circulation feature due to intermittent satellite connectivity.

Plans call for moving seven additional bookmobiles onto the new system, which will contain an additional 177,000 items and 70,000 titles.

ISSUING OFFICE AND RFP REFERENCE NUMBER

The State of Utah Division of Purchasing is the issuing office for this document and all subsequent addenda relating to it, on behalf of the Utah State Library Division. The reference number for the transaction is Solicitation # JG9045. This number should be referred to on all proposals, correspondence, and documentation relating to the RFP.

SUBMITTING YOUR PROPOSAL

Proposals should be received by the posted due date and time. Proposals received after the deadline will be late and ineligible for consideration.

The preferred method of submitting your proposal is electronically through BIDSNYC <http://purchasing.utah.gov/buyer/bid.html> (formerly RFP Depot.) However, if you choose to submit hard copies, one original and 10 identical copies of your proposal should be received at the State of Utah Division of Purchasing, 3150 State Office Building, Capitol Hill, Salt Lake City, Utah 84114-1061.

If sending via United States Postal Services (USPS), please mail to the State of Utah Division of Purchasing, P.O. Box 141061, Salt Lake City, Utah 84114-1061.

LENGTH OF CONTRACT

The Contract resulting from this RFP will be for a period of five years.

The contract may be extended beyond the original contract period year-to-year for up to four additional years at the State's discretion and by mutual agreement.

PRICE GUARANTEE PERIOD

All pricing should be guaranteed for 1 year. Following the guarantee period, any request for price adjustment should be for an equal guarantee period, and should be made at least 30 days prior to the effective date. Requests for price adjustment should include sufficient documentation supporting the request. Any adjustment or amendment to the contract will not be effective unless approved by the State Director of Purchasing. The State will be given the immediate benefit of any decrease in the market, or allowable discount.

STANDARD CONTRACT TERMS AND CONDITIONS

Any contract resulting from this RFP will include, but not be limited to, the States standard terms and conditions.

QUESTIONS

All questions should be submitted through BIDSYNC (formerly RFP Depot.) Answers will be given via the BIDSYNC site.

DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION)

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the Offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offerors expense.

PROTECTED INFORMATION

The Government Records Access and Management Act (GRAMA), Utah Code Ann., Subsection 63-2-304, provides in part that:

the following records are protected if properly classified by a government entity:

(1) trade secrets as defined in Section 13-24-2 if the person submitting the trade secret has provided the governmental entity with the information specified in Section 63-2-308 (Business Confidentiality Claims);

(2) commercial information or non-individual financial information obtained from a person if:

(a) disclosure of the information could reasonably be expected to result in unfair competitive injury to the person submitting the information or would impair the ability of the governmental entity to obtain necessary information in the future;

(b) the person submitting the information has a greater interest in prohibiting access than the public in obtaining access; and

(c) the person submitting the information has provided the governmental entity with the information specified in Section 63-2-308;

** * * * **

(6) records the disclosure of which would impair governmental procurement proceedings or give an unfair advantage to any person proposing to enter into a contract or agreement with a governmental entity, except that this Subsection (6) does not restrict the right of a person to see bids submitted to or by a governmental entity after bidding has closed;

GRAMA provides that trade secrets, commercial information or non-individual financial information may be protected by submitting a Claim of Business Confidentiality.

To protect information under a Claim of Business Confidentiality, the offeror should:

1. provide a written Claim of Business Confidentiality *at the time the information (proposal) is provided to the state*, and
2. include a concise statement of reasons supporting the claim of business confidentiality (Subsection 63-2-308(1)).
3. submit an electronic "redacted" (excluding protected information) copy of your proposal response. Copy should clearly be marked "Redacted Version."

A Claim of Business Confidentiality may be appropriate for information such as client lists and non-public financial statements. Pricing and service elements may not be protected. An entire proposal may not be protected under a Claim of Business Confidentiality. The claim of business confidentiality should be submitted with your proposal on the form which may be accessed at:

<http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc>

To ensure the information is protected, the Division of Purchasing asks the offeror to clearly identify in the Executive Summary and in the body of the proposal any specific information for which an offeror claims business confidentiality protection as "PROTECTED".

All materials submitted become the property of the state of Utah. Materials may be evaluated by anyone designated by the state as part of the proposal evaluation committee. Materials submitted may be returned only at the State's option.

DETAILED SCOPE OF WORK

USL seeks replacement of its current Horizon™ integrated library system (ILS.) The new ILS system should be accessed via the internet and hosted by the vender as Software as a Service (SaaS). The new system should offer the following capabilities:

- cataloging
- authority control
- circulation
- web-based OPAC
- reporting
- serials control
- acquisitions
- z39.50 server
- z39.50 clients
- offline circulation
- inventory module
- remote patron authentication
- browser-based staff client interfaces
- delivery service (books by mail) functionality
- SIP / SIP2 (Standard Interchange Protocol) for Remote Patron Authentication (RPA)

The following services are desired:

1. Migration of catalog and circulation records to the new system, INCLUDING

records from the State Library and it's 5 partners, currently on Horizon™, and 10 bookmobiles (7 of which are currently on local, individual installations of Spectrum Automated Library Systems from the Follett Corporation and 3 of which are on Horizon™.)

2. Installation and configuration of remotely hosted software.
3. The ability to create multiple OPAC interfaces on one or more databases to serve the needs of our partners (should be included in the price.)
4. Access to remotely hosted (SaaS) training environment
5. Complete electronic documentation
6. Project management
7. Training

PROPOSAL RESPONSE FORMAT

All proposals should include:

1. **RFP Form.** The State's Request for Proposal form completed and signed.
2. **Executive Summary.** The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It should indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Protected information requests should be identified in this section.
3. **Detailed Response.** This section should constitute the major portion of the proposal and should contain at least the following information:
 - A. A complete narrative of the offeror's assessment of the work to be performed, the offerors ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.
 - B. A specific point-by-point response, in the order listed, to each requirement in the RFP.
4. **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Please enumerate all costs on the attached Cost Proposal Form

PROPOSAL EVALUATION CRITERIA

A committee will evaluate proposals against the following weighted criteria. Each area of the evaluation criteria should be addressed in detail in proposal

RFP Evaluation Score Sheet
TITLE OF PROJECT AND SOLICITATION # JG9045
RFP EVALUATION SCORESHEET

Firm Name: _____

Evaluator: _____

Date: _____

Score will be assigned as follows:

0 = Failure, no response

1 = Poor, inadequate, fails to meet requirement

2 = Fair, only partially responsive

3 = Average, meets minimum requirement

4 = Above average, exceeds minimum requirement

5 = Superior

		Score (0-5)	Weight	Points
1. Scope of Services (40 points possible)		----	----	----
Quality of Features	10 points possible		X 2	
Quality of User interface(s)	15 points possible		X 3	
Quality of Administration functionality	5 points possible		X 1	
Technical Specifications Appropriate to our situation	5 points possible		X 1	
Depth of Training & Documentation	5 points possible		X 1	
2. Vendor Background (25 points possible)		----	----	----
Background	10 points possible		X 2	
Experience in similar projects	10 points possible		X 2	
3. Timeframe (5 points possible)		----	----	----
Demonstrated ability to begin implementation within the proposed time and complete project according to the vendors proposed installation timetable. Determined from customer reference calls.	5 points possible		X 1	
4. Cost (30 points possible)	30 points possible			* Inserted by Purchasing
TOTAL EVALUATION POINTS	100 points possible		Total	

* Purchasing will use the following cost formula: The points assigned to each offerors cost proposal will be based on the lowest proposal price. The offeror with the lowest Proposed Price will receive 100% of the price points. All other offerors will receive a portion of the total cost points based on what percentage higher their Proposed Price is than the Lowest Proposed Price. An offeror whose Proposed Price is more than double (200%) the Lowest Proposed Price will receive no points. The formula to compute the points is: Cost Points x (2- Proposed Price/Lowest Proposed Price).

PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

Provide a specific point-by-point response, in the order listed, to each of the following specifications. Specify if you COMPLY or DO NOT COMPLY with each specification.

Note that you may key (or paste) your response in the response lines provided. These lines will expand to accommodate the actual length of your response.

Vendor Background

1. Provide a brief description of your company including the name(s) of its owners and/or principal officers, date of origin and/or incorporation, length of time in the library automation field, and length of time supporting the Product being bid in response to this RFP.

2. How many FTEs work for your company? _____
3. What is the percentage breakdown of staff among sales, R&D, support, and other vendor functions? _____
4. Identify the number and location of sales and support personnel accessible to Purchaser. _____
5. If your company is currently for sale or involved in any transactions to expand or to be acquired by another organization, explain. _____
6. If your company has been involved in a reorganization, acquisition, or merger in the last three (3) years, explain. _____
7. If your company has been involved in the last three (3) years in public litigation with a client or a third-party vendor related to the Product that is being bid in response to this RFP, explain. _____

Vendor Experience

1. How many years has your company worked within the library automation industry?

2. How long has the Product that you are bidding in response to this RFP been actively marketed? _____

Products and Customers

1. Name the Product that you will bid in response to this RFP and describe it briefly.

2. State the dates and general content of the last three general releases or major upgrades of that Product. _____
3. How many customers are currently running production versions (not experimental or test versions) of the Product? _____
4. List libraries of similar size and characteristics to Purchaser that are currently using the Product. Identify a central contact person for each, including name, address, telephone number, and electronic mail address. _____

Vendor Contacts

1. Describe any user groups or user community resources for the Product.
-

Training

1. Describe the typical training offered for new users of the Product following a typical implementation, including pricing. _____
 2. Describe different types of training that you offer including computer-based training, on-site training and training manuals. _____
 3. How many training hours are typically required before the staff has mastered the initial use of the Product? _____
 4. Training should be offered when a new release or new version is distributed. _____
 5. The library should have the option of videotaping training sessions for future library staff training purposes. _____
-

Documentation

1. Please describe the extent and format of product user documentation. Please provide samples. _____
 2. All necessary documentation should be included with the Product and should not be priced separately. _____
-

Technical Specifications**Software**

1. What OS version and build does the software Product run on? _____
 2. What is the underlying database (including version and build)? _____
 3. What programming language is the ILS written in? _____
 4. Describe which character sets are supported. (Full UNICODE support is desired.) _____
 5. The system should provide a Z39.50 client. The system should demonstrate compliance with ANSI/NISO Z39.50-1995. _____
-

Database

1. The Product should be able to process input from multiple workstations, applying appropriate record locking to insure data integrity. _____
2. If a change is made to the database, the Product should automatically update all affected records in real time. _____
3. The Product should use an open relational database that is ANSI SQL compliant. _____
4. The Product should provide ODBC connectivity (Open Data Base Connectivity). _____
5. The Product should be able to export any record or portion of a record to ASCII _____

format. _____

Storage

1. What is your overall storage capacity? _____
2. How much storage is allocated per customer? _____
3. Describe any limits on storage including limitations on overall storage, records and graphics. _____

Backup and Archiving

1. Describe your backup systems. _____
2. What type of media are backups made to? _____
3. What is a typical backup schedule? _____
4. Describe the process for restoring data including records as well as the whole system? _____
5. Do you provide periodic backups of data to the Purchaser? _____

Hosting Environment

1. Describe your power supply including any battery backups or UPS that you may have as well as information on how long they can generate power in case of power failure. _____
2. Describe any fire suppression systems you may have. _____
3. Describe any climate control systems you may have including air conditioning and humidity controls. _____
4. Describe the physical security of the environment including access restrictions, locks, security guards, etc. _____
5. The system should automatically instigate all scheduled procedures. _____
6. Scheduled procedures/reports should operate on the server and should not be dependent on a PC. _____

Servers

1. Describe your typical server hardware. _____
2. How many servers are dedicated to the SAAS system? _____
3. Describe any clustering or load balancing. _____
4. How many customers are there per server? _____
5. Is each customer on more than one server? _____

Upgrade and Maintenance Process

1. Describe your process for performing maintenance and upgrades including whether they are made one server or one customer at a time, etc. _____
2. Describe whether customers experience downtime during maintenance and upgrades and if so, how much time? _____
3. Are customers given lead-time or notification before upgrades and maintenance are performed? _____
4. What is the typical day and time that maintenance and upgrades are performed. _____

ADMINISTRATION

1. Does the system offer a group item/bib editor? _____
 2. Does the system include granularity in security (ability to isolate tasks to specific users)? _____
 3. Does the system include the ability to export records (bib, item, patron) records for any USL partners(s) as needed? _____
 4. Does the system include ability to add new partners (libraries)? _____
 5. System should include the ability to set up customized views for each library/agency (default information embedded in view). _____
-

Client

1. The system should utilize a browser-based client.
 2. The browser client should run simultaneously with other common clients and applications on a single workstation.
 3. The browser client should be cross-browser compliant and work on all major browsers including Internet Explorer 5+, Mozilla and Firefox.
 4. The system should support a user-friendly graphical interface.
-

Security

1. Describe your virus protection. _____
2. Describe your firewall solution. _____
3. Describe your efforts towards intrusion detection. _____
4. Describe your software security updates procedures. _____

Authentication and Authorization

1. An Application Administrator should be able to set functions and screen access rights by individual or group.
 2. Describe how your system authenticates a staff member and a public user. Security for remote users should include the following features: Anonymous login (no authentication required); User-specific authentication using login ID and/or password; Group-level authorization. _____
 3. The system should have the ability to specify authorization/authentication for specific record types and field groups within records. The system should provide the ability for authorized staff to create, edit, and delete all types of records.
 4. The Product should offer templates to support the creation of user-authentication profiles (basic definitions which can be copied into new user profiles).
 5. Authorization/authentication should be role/attribute based (i.e., a single user can have multiple roles without needing multiple IDs).
-

Presentation

Online Help

1. The Product should have complete context-sensitive online help documentation across all subsystems. Online help should be searchable.
 2. Updates to the online help should be delivered with changes and updates to the Product.
-

User Interface

1. The Product should consist of integrated functions with a single point of entry.
 2. Users and staff should be able to switch between the client and another application using standard operating system procedures.
-

Report Writing

1. Describe the reporting system used in your Product and specifically indicate whether it is written and/or maintained by a third party. _____
 2. The system should provide a comprehensive and flexible report-writing function that supports library-staff generation of reports on any data element used by the system or created by functional activity, singly or in combination, for standard or customized time periods. Describe how your system meets this requirement. (Library staff should have access to SQL tools.) _____
 3. Library staff should be able to define and format specific reports without having to explicitly write SQL commands.
 4. The system should support pre-programming and scheduling of standard reports.
 5. A variety of output options should be available for reports including, but not limited to viewable online, send to printer, export to a spreadsheet, etc.
 6. At a minimum the system should provide:
 - a. Statistics for individual library/agency/bookmobile
 - b. Circulation statistics by borrower type, bookmobile stop or location, item type, and call# or call# category
 - c. Collection statistics by borrower type, bookmobile stop or location, item type, and call# or call# category
 - d. A means (SQL or flexible report tool) of gathering statistics or running reports as needed _____
 - e. Ability to set up queries or reports for different locations/agencies and set them to run as scheduled reports or manually at local discretion.
-

Subsystem Specifications

Online Public Access Catalog (OPAC)

1. The system should allow access to the OPAC through all major browsers including Internet Explorer 5+, Mozilla and Firefox.

2. The system should provide a secured interface between the OPAC and patron files that will allow patrons to access personal circulation information (e.g., books checked out, overdue, on hold, etc.).

3. The OPAC should offer user personalization options such as; favorite searches, etc.

4. The OPAC should offer automated lists which can be generated for display, such as; new books, most popular titles, subjects, etc.

5. Patrons should have access through the OPAC to all material types including, but not limited to: monographs, serials, machine-readable data files, maps, vertical files, audio-visual formats, sound recordings, computer software, slides, documents, Web sites, equipment, etc.

6. The system should facilitate flexible customization in order to provide consistent design and navigation with organizational website (such as style sheets or templates customized by individual USL partners)

7. The system should facilitate RSS feeds.

8. The system should provide the ability to create web search interfaces for a specific group of partners (e.g. bookmobiles, state libraries/agencies)

9. The system should allow the creation of multiple public interfaces to serve the needs of our partners.

10. The system should include a "cart" feature, allowing users to select items and "place them in a personal "cart" or list.

11. The system should provide and/or include the ability to create a "Kids" OPAC, a foreign language OPAC, or a collection OPAC (e.g. State Publications).

Ease of Use

1. The system should provide keyboard equivalents for primary commands. Explain how these are indicated to the user. _____
2. The system should provide the ability to locally customize the contents and display of the menu, search, and result screens. Describe the level of customization possible.

3. The system should provide support for visually impaired users. Describe.

User Help Capabilities

1. The system should provide the ability to customize, add or suppress commands, help screens, menus, and documentation at the system level for default profiles and at the workstation for session profiles. Describe. _____

Searching Capabilities

1. Describe the search capabilities of the OPAC. _____
Does the system support Boolean operators, proximity (e.g., adjacent, near) operators in a keyword search, etc. The system should permit call number searching. _____
2. The system should provide hot links to redirect a search to other authors, titles, or subjects in a bibliographic record (tracings). Describe, including the level to which this is customizable. _____
3. The system should display cross-references for entries in an authority file such as subject headings and uniform titles.

4. Users should be able to limit searches by a variety of factors. List all methods available to users to limit searching.

5. Users should be able to sort searches by a variety of criteria including relevance.

6. Users should be able to utilize faceted searching.

7. Users should be able to filter searching by library/agency

Output Capabilities

1. The system should output status information whenever item-level information is available.

2. The system should support display of online images including jacket art and media icons.

3. The system should support suppression of designated tags/fields for each interface (i.e. 650_1 shows in the Kids OPAC not 650_0)

Reports and Notices

1. The system should produce counts, lists and other statistical reports monitoring search activity, either singly or in combination with each other, and for standard or customized time periods (including comparable data from previous years).

Describe/list. _____

Cataloging and Authority Control**General Features**

1. The system should allow creation, editing and deletion of records in standard communications formats (dependent on type of record—i.e., USMARC communications format for bibliographic, authority, holdings records) and Dublin Core.
2. The system should have cataloging functionality supporting creation and validation of full MARC fields for all formats, including locally defined MARC fields.
3. The system should have the ability to create new records by direct keying, importing from utilities, batch loading, and deriving from existing records.
4. The system should produce collection counts, lists, and other statistical reports that measure activity for standard (for example, to date, monthly, annually) or customized time periods. List the reports that are available.
5. The system should have the capability to catalog Internet websites.
6. The system should have the ability to print out barcode and spine labels for cataloged items.
7. Users should be able to perform full text searching for bibliographic and item records.
8. The system should include a URL checker.
9. The system should include a merging capability (bibs and authorities)
10. The system should include a batch /delete capability for items and bibs.
11. The system should include the capability to create items in Batch mode.
12. The system should include the capability to overlay brief order records with complete MARC catalog records.
13. The system should accommodate
 - Record ownership
 - Call# ownership
 - Field ownership

- Item ownership

-
14. The system should utilize labeled templates (MARC fields with labels)
 15. The system should include a Bib group editor (edit fields in batch e.g. 856 etc.)
 16. The system should include the ability to create cataloging workforms (templates.)
-

Record Display in Technical Mode

1. The system should have the capability to display all data in every field in any record upon retrieval of that record in technical mode (including all MARC tags, indicators and subfield codes), with proper authorization.
 2. The system should offer retrieval and display options related to authority records, including any options to link to bibliographic records.
 3. In technical mode, the system should display all cross-references whether in use or not. (Cross-references not in use should not display in public mode.) Describe.
 4. When records are suppressed from OPAC display, the records should remain searchable in technical mode.
 5. Does the system support hypertext coding within both item and bib records? _____
-

Authority Control

1. The system should have authority control capability, conforming to the MARC format for authorities.
 2. Indicate which of the following subject thesauri and subject headings are supported by the system:
LCSH
MeSH
LC Children's
Form/genre terms
 3. The system should provide for the addition of cross-references between and among thesauri (e.g., a "see also" from a MeSH term to an LC term). Describe how your system meets this objective. _____
 4. The system should include interactive authority control heading verification process. Describe what the system does when an unauthorized heading is detected?
 5. At the Library's discretion, the Authority Control module should be configured either to display cross-references but not to verify headings, or to display cross-references and also to verify headings.
-

Interaction between Authority and Bibliographic Records

1. The system should provide the capability of automatically matching headings in bibliographic records with authority records for the purpose of establishing a dynamic link or relationship between the two. This function should be able to be engaged or disengaged by the library. Describe how your system meets this objective.
2. The Authority Control module should automatically generate appropriate "See" and "See Also" references from authority records for use in the online catalog.

Call Number, Location, and Other Copy-Specific Information

1. The system should be able to store, display and sort, and edit:
 - a) Library of Congress call number
 - b) local call number
 - c) Dewey Decimal call number
 - d) SuDoc
 - e) NLM
2. The system should provide the ability to designate a copy as "on order" or "in process." These copies should be fully indexed and searchable.
3. The system should provide the ability to designate locations or categories for items in the collection, i.e. Reference, Children's, etc.
4. The system should offer the option to delete a bibliographic record with the last item attached to that record.

MARC Holdings Information

1. The system should support USMARC format for holdings data. The system should support all four holdings levels as described in the NISO standards. All MARC tags, indicators and subfields should be displayed in technical mode. Appropriate MARC fields should display in the OPAC.
2. The system should support creation, editing, validation, deletion and storage of all MARC holdings related to a bibliographic entity, and it should have the ability to link MARC holdings information to bibliographic records.
3. There should not be a maximum number of MARC holdings statements that may be attached to a related bibliographic record.
4. The system should provide the ability to suppress MARC holdings information and item/piece information from display and indexing in public mode without suppressing display and indexing in technical mode.

Item/Piece Information

1. The system should support the creation and storage of all physical item/piece

information related to a bibliographic entity. Describe how your system meets this objective. _____

2. The system should allow bar-code numbers to be scanned or typed into records. The system should validate item bar code numbers.

3. The system should support batch creation of item ID numbers according to predefined ID number ranges. In addition, it should be possible to create output that can be used by a vendor to create smart barcodes. Describe how your system meets this objective. _____
4. The system should provide the ability to replace one barcode with another without losing pre-existing links to item/piece, circulation, and acquisitions information. Describe. _____

Import, Export, Batch Loading in General

1. The system should have the ability to accept records from and generate records that can be accepted by external systems, which should include, but not be limited to, the following:
 - a) OCLC
 - b) Marcive and GPO
 - c) Library of Congress Subject and Name Authorities
 - d) Vendor systems that are capable of creating MARC-compliant records
2. The system should provide for batch loading of files from OCLC, LC (LC Subject and LC Name), NLM (MeSH), and GPO.

3. The system should support the extraction and export of standards-compliant MARC records including call-number information.

4. Record size and structure should allow the export of standards-compliant records without loss of data.

Loading and Exporting Bibliographic and Authority Records

1. The system should allow imports of a bibliographic record in real time. Describe.

2. When a new bibliographic record is imported into the system, the system should provide the option of creating a holdings record which can be customized.

3. The system should have the capability of loading and displaying a bibliographic utility's unique authority-record number (for example, OCLC's ARN) in a field of an authority record (for example, 035).

4. The system should have a warning to alert user of duplicate records by match points (ISBN, ISSN)

Acquisitions and Serials Control

General

1. Acquisitions and Serials Control, subsystems should be fully integrated with the total library management system.

2. The acquisitions and serials control subsystems should include ordering, invoicing/payments, claiming, check-in. Information available from within these functions should include bibliographic, copy, holdings, and item data.

3. The Serials system should utilize a calendar view.

4. Acquisitions budgets should be limited to owning location only.

5. The system should offer customizable templates.

6. The Serials System should be able to collapse holdings and provide an appropriate display of the collapsed holdings.

Acquisitions and Ordering

1. The system should link order records to specific bibliographic records and to a specific copy assigned to the bibliographic record.

2. The system should permit ongoing data input in open orders.

3. The system should permit the re-creation of a printed purchase order once the original purchase order has been generated.

4. The system should accommodate cancellation or closing of orders and deletion of orders on demand.

5. The system should provide for the generation of customizable purchase orders by various print and electronic methods.

6. The system should support the storage, indexing, display and deletion of vendor data for use in ordering, claiming, returning, and payment of invoices, and include a search function for vendor data.

7. The system should provide space for addresses compliant with US postal regulations, and be able to specify functions of address (e.g., returns/claims/orders/payments). Describe if your system stores and uses multiple addresses for the same vendor.

8. The Acquisitions module should enable the Library to download MARC records (via the Web) from materials vendors and use the imported records to create orders automatically within the Acquisitions module.

9. The system should enable Library to use advanced electronic data interchange (EDI) and X12 transaction set technology to manage their interactions with vendors and suppliers. Describe.

Receiving/Serials Check-In

1. The system should have the ability to record a description of each item received, including (but not limited to) enumeration and chronology where appropriate.

2. The system should have the ability to create multiple check-in records for a single copy of a title. The system should accommodate check-in for multiple entities of a given title; for example, one subscription to a title includes bound volumes, pocket parts, pamphlet supplements, legislative service, and possibly other parts, each on a regular or irregular basis, and each needs its own receiving record. Describe how your system accommodates multiple continuing parts for a single title.

3. The system should have the ability to check-in duplicate and multiple copies of the same item and should provide an alert through reporting. Describe.

4. The system should have the capability to designate a location for these items, i.e. archives, circulating, etc.

5. The system should be capable of combining two issues into one.

6. The system should include a prediction capability.

7. Prediction patterns should be available from knowledge base and/or MARC record.

8. The system should allow Check-in of multiple copies at various locations.

9. The system should easily cancel/modify a prediction – update prediction.

10. The system should include a non-prediction option.

11. The system should have a routing function.

Claiming

1. The system should have the ability to generate claims and other memos on demand.

2. The Serials Control module should flag items as missing, overdue, duplicate, or to be retained for reconsideration.

Reporting

1. The system should have the ability to produce a list of items needing claims or follow-up.

Invoice Processing/Fund Accounting

1. The system should provide online real-time invoicing and fund accounting fully integrated with acquisitions- and serials-management systems.

2. The system should support a variety of payment options. List the options.

-
3. The system should support a variety of invoicing options (e.g., payments direct to invoice).
-

Budgeting

1. If the system has budgeting capabilities, describe. _____

Inventory

1. The system should include inventorying capabilities. Describe. _____
 2. At a minimum the inventory should include:
 - a. Inventory items on shelf and give report of exceptions
 - b. Report on items that are "out of shelf order"
-

Circulation, Reserve, and Media Booking

Circulation Overview and Parameters

1. The system should have a circulation subsystem in which local circulation policies and parameters may be defined for and entered into the system by authorized library staff. Describe in detail how your system meets this requirement. Specify the parameters that are used to define and control circulation patterns and loan policies.

2. The system should be able to identify a patron during a circulation transaction by the magstripes or scannable barcodes affixed to the library's patron cards, and by keyed elements including name, unique ID number, and alternate ID.

3. The system should be able to identify an item during a circulation transaction by the scannable barcodes already affixed to items in the library's collections.

4. The system should provide library staff control over wording of circulation status messages that appear in the OPAC (e.g., "returned 2-2-09; not yet reshelfed").

5. The system should dynamically update all related and affected records/screens upon checkout, renewal, and check-in, including OPAC messages such as "checked out—due 5/27/09."

6. The system should allow authorized staff to adjust due dates, unblock privileges, override loan limits, override item statuses or conditions (e.g., non-circulating), and forgive charges.

7. The system should have the ability to track in-house use.

8. The system should include a note area in circulation record; viewable in request pull list.

9. The system should include a Borrower group editor.

10. The system should allow search of borrowers by specific location.

Check-out and Renewal

1. The system should provide an efficient check-out and renewal procedure with onscreen prompts for information.
 2. The system should allow the ability to set due dates.
 3. The system should display patron information on the screen during checkout, such as; patron name, ID number, books currently checked out, overdues, etc. Describe.
 4. The system should have the ability to renew one, some, or all items from a patron's list of check-outs and this ability be limited to authorized staff.
-

Check-in

1. The system should provide an efficient check-in procedure with on-screen prompts for information and should display each item on the screen as it is checked in.
-

Holds

1. The system should be able to place a hold on an item that is checked out. The existence of a hold should disallow check-out to anyone other than the next patron in the item's hold queue. Describe.
 2. It should be possible to easily view the hold queue for an item to easily determine the identity of each requesting patron. Describe.
 3. It should be easy to cancel holds after they are placed.
 4. It should be possible for the library to institute hold policies and limits such as; three items per patron, one DVD per patron, etc.
 5. The system should have the ability to stop deletion of an item if there is a hold/request on that item.
 6. The system should provide an automatic notification to the requesting library that a hold has been placed.
-

Patron Accounting

1. The system should support automatic charging for the replacement cost of unreturned items and for various sorts of "processing fees," according to library-defined parameters set by authorized library staff. The system should also allow staff to create charges. Describe how your system meets this requirement.
 2. The system should have the capability to create overdue form letters which can be either mailed or emailed to patrons. Describe how your system meets this requirement.
 3. The system should separate Borrowers by Library (location).
-

Statistics and Reports

1. The system should have the ability to provide statistical reports on circulation transactions, available online or printed on demand, for any data element defined by library staff for standard (e.g., to date, annually, monthly, daily, or by minute) or customized time periods. Describe your circulation reports. _____
2. The system should have the ability to create overdue reports.
3. Describe the extent to which library staff can determine the order, content, and format of circulation reports. _____

Patron Records

1. The system should support online, dynamic library-staff creation of patron records. _____
2. The system should support a variety of ways to search for a patron record. Describe how your system meets this requirement, what fields are searchable, and how your patron index works. _____
3. The system should accommodate expiration dates for patron's library privileges. _____
4. The system should retain and allow display of expired patron records if circulation or financial records are still linked to them. _____
5. The system should have the ability to designate a category or group for patrons, i.e. Staff, Faculty, etc. The system should provide the ability to easily assign and change a patron's category. _____
6. The system should provide the ability to automatically block a patron, based on library-defined parameters, to prevent circulation. The system should also provide the ability to manually block a patron from check-out privileges. The check-out screen should display a clear message describing the block. Describe how your system meets these requirements and provide a list of the conditions under which automatic blocks can be applied. _____
7. Automatic blocks should lift immediately upon remediation of the blocking condition. _____
8. The system should easily provide online display and printing of a sequentially numbered list of items a patron has checked out, placed on hold, overdue, claims returned/lost/stolen, and billed. Describe or show how your system meets this requirement. _____
9. The system should be able to accommodate patron photos in the patron record Describe. _____
10. Does the system have the capability to print out patron barcodes? _____
11. When a user has lost or misplaced his/her library card, the Circulation module should automatically deactivate the previous library card number and should transfer the user's charges, fines, overdues, holds and bills to the new ID. _____
12. The system should allow for group edit of borrowers (move students from grade to grade/change family information) _____
13. The system should have the ability to have at least two borrower to track statistics _____

and to organize borrowers.

-
14. The system should include address labels as a print option.
-

Patron-Initiated Services

1. The system should support the ability for patrons to check out and renew their own items online in an environment in which both barcoded and magstriped patron IDs are used and items are barcoded. Describe. _____
 2. Patrons should be allowed to place and cancel their own holds online.
-

Media Booking

1. The system should offer an optional integrated media-booking function which allows advance scheduling for media, equipment, and facilities? If so, describe. _____

Interlibrary Loan

1. The system should offer an ILL subsystem. If your system does, describe it. _____

Bookmobile Capabilities

At a minimum the system should include:

1. Offline circulation system
 2. Ability to add patrons while offline
 3. Request/hold functionality
 4. Borrower type (grade/adult, etc.)
 5. Borrower place (stops)
 6. Ability to download patron database to laptop for offline circ
 7. Ability to download blocks (overdues, fines, holds) to laptop for offline circ
 8. Delivery Service (Books by Mail)
 9. Browser-based staff client interfaces
-

System Migration and Implementation

Installation

1. Describe your expected schedule of events in the installation process. Include a timetable, beginning at Month 0, and continuing to full implementation. USL desires a six month or less implementation plan. _____
2. How much advance notice is needed to begin the installation process? _____

Migration

Vendor should be able to migrate Purchaser's existing data so that the system is fully operational on 'Day One'.

Licensing

1. List any third-party licenses which are required for the implementation and use of the

Product. _____

2. If Vendor, whether directly or through a successor or an affiliate, shall cease to be in the information management software business, or if the Vendor should be declared bankrupt by a court of competent jurisdiction, the Purchaser shall have the right to access, for its own and sole use only, for maintenance use only, one copy of the source code to the Software proposed hereunder.

Post-Implementation

Support and Maintenance

1. What is Vendor's support mechanism for technical questions?

2. What are the hours (MST Time) and days of Vendor's live telephone support?

3. Technical questions submitted via electronic mail should receive a response within forty-eight hours.

4. How are problem fixes/patches distributed to purchasers and implemented?

Upgrades

Product upgrades should be included as part of annual maintenance fee.

Trouble Resolution

1. Vendor should have a documented trouble-reporting procedure outlining guaranteed response times and escalation procedures.

2. Describe Vendor support for emergencies, such as system failures and disaster recoveries, and associated costs. _____

COST PROPOSAL

Bidder Name: _____

Cost is to be submitted based on the following:

	Year 1				
Software, Maintenance, Services, and Support Fees.					
Maintenance and Support Fees.	Year 1	Year 2	Year 3	Year 4	Year 5
Other Costs (please specify)					

Total (five year cost) \$ _____

(Any deviation from this format may result in disqualification of proposal)

Question and Answers for Bid #JG9045 - Integrated Library System-- Software as a Service (SaaS)

OVERALL BID QUESTIONS

There are no questions associated with this bid. If you would like to submit a question, please click on the "Create New Question" button below.

Question Deadline: Feb 10, 2009 5:00:00 PM MST