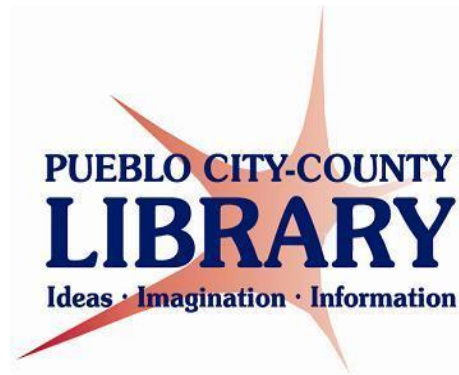REQUEST FOR PROPOSALS

Integrated Library System

for the

Pueblo City-County Library District

RELEASE DATE: 1/17/2018

DATE DUE: 2/28/2018

RFP # 1-2018

TABLE OF CONTENTS

PAGE

1.0 RFP Introduction

1.1 Introduction

The Pueblo City-County Library District is soliciting proposals from qualified firms for an Integrated Library System and a vendor to manage the migration and ongoing maintenance of the said software.

1.2 Project Summary

Pueblo City-County Library District is located in Pueblo, Colorado with a population of approximately 160,000 residents. The annual operating budget is approximately $10,000,000. We have 159,000 patron records in the current ILS including student cards. Our current catalog consists of 590,000 item records. We have 380,000 bibliographic records. In 2017 we circulated 2.2 million items in the ILS. It is Pueblo City-County Library District's intention that the selected vendor shall provide project management, technical installation expertise, and training to help alleviate employee stress and speed employee acceptance and usage of the new system.

Applications to be quoted are:
- Circulation module
- Acquisitions module
- Cataloging module
- Reporting and statistical module
- Serials module
- Test Server environment
- Option to host onsite or remotely
- Capability to integrate with Bibliocommons and/or provide separate Online Public Access Catalog solution
- Integration with Hoopla, Bibliotheca, Cloud Library, Freading, Freegal, and OCLC products
- Proven development of cloud based products
- Mobile feature
- Ability to integrate with Sage Accounting Software
- Ability to integrate with Bibliotecha and RFID Solutions self-check and material handling software

1.3 RFP Schedule

Below is the timetable that has been set for this project.

Responses due from vendors	02/28/2018
Contract awarded	04/27/2018
Implementation begins	TBD
Complete transition to new system	1/1/2019

1.4 Inquiries

Inquiries concerning this procurement including questions relating to technical issues are to be directed to:

Jill Deulen
Director of Technical Services and Collection Development
Pueblo City County Library District
100 E. Abriendo Ave.
Pueblo, CO 81004
Email: jill.deulen@pueblolibrary.org
Phone: 719-562-5629

All questions concerning the RFP must reference the RFP page number, section heading, and paragraph. Please state the question as concisely as possible. All questions regarding this RFP must be received no later than **2/15/2018**. Answers to RFP questions will be posted to the library website (www.pueblolibrary.org) by **2/21/2018**.

Proposers are directed specifically to not contact any staff other than specified personnel identified above for any purpose. Unauthorized contact of any personnel may be cause for rejection of the proposer's RFP response.

1.5 Required System Functions

The Pueblo City-County Library District has defined its general requirements in Part 3 of this RFP. Please note that some requirements are mandatory.

1.6 Selection Process

At its discretion the Pueblo City-County Library District may require bidders at their own costs to provide demonstrations. The Pueblo City-County Library District will schedule any such demonstrations. Representatives of the Pueblo

City-County Library District may choose to visit a client reference to observe the applications in an actual working environment.

The award/negotiation sequence will be based on a selection methodology established by Pueblo City-County Library District. A committee selected by the Pueblo City-County Library District will evaluate each proposal taking into consideration the criteria and methodology stipulated in this RFP. The Pueblo City-County Library District will be the sole judge in evaluation considerations and will make an award to the bidder who submits the proposal judged by the Pueblo City-County Library District to be the best and lowest bid.

2.0 Response Requirements and Conditions

2.1 Proposal Response Instructions

The proposal must be received no later than 3:00 pm (MST) on 2/28/2018 to the following individual:

Sherri Baca
Chief Financial Officer
Pueblo City County Library District
100 E. Abriendo Ave.
Pueblo, CO 81004
sherri.baca@pueblolibrary.org

Proposals must be submitted in sealed packages (if submitting a hard copy) or via email to sherri.baca@pueblolibrary.org with the following information clearly indicated:

- Name of responder
- Project title: Integrated Library System
- RFP #1-2018

Failure to comply with the requirements of this RFP may result in disqualification. Bidders shall have sole responsibility for delivery of bids on time and to the proper location. Proposals receive subsequent to the time and date specified above will not be considered.

Facsimile bids will not be considered.

Proposers are required to submit two (2) hard copies of the proposal and one (1) electronic copy or one electronic copy through a USB drive.

2.2. Proposal Costs

Those submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the Pueblo City-County Library District to reimburse any individual or firm for any costs incurred in preparing or submitting

proposals providing additional information when requested by the Pueblo City-County Library District or for participating in any selection interviews.

2.3 Tax Exemption

Pueblo City-County Library District, as a local government entity, is exempt from sales and use taxes. Following the contract award, an exemption certificate will be furnished by Pueblo City-County Library District upon request.

2.4 Bid Confidentiality

All Materials submitted in response to this RFP become the property of the Pueblo City-County Library District, upon delivery and are to be appended to any formal documentation that would further define or expand any resulting contract. Proposals are public information. If proprietary information is needed to support your proposal, it must be packaged separately and labeled "CONFIDENTIAL." Such labeled items will be returned at the end of the selection period.

3.0   Proposal Format and Instructions

3.1 Proposal Format

In order to facilitate the analysis of responses to this RFP bidders are required to prepare their proposals in accordance with the instructions outlined in this section.

The Pueblo City-County Library District may make such investigations it deems necessary to determine the ability of the bidder to perform the work proposed. Conditional proposals will not be accepted.

If revisions become necessary to the RFP the Pueblo City-County Library District will provide addenda to all bidders who have received the RFP. All addenda issued by the Pueblo City-County Library District must be so noted on any proposals that are submitted to the Pueblo City-County Library District. Bidders shall contact the Pueblo City-County Library District to ascertain whether any addenda have been issued. Failure to do so could result in an unresponsive proposal.

Proposals should be prepared as simply as possible and provide a straightforward concise description of the bidder's capabilities to satisfy the requirements of the RFP. Emphasis should be on accuracy, completeness, and clarity of content. All parts, pages, figures and stables should be numbered and clearly labeled. The proposal should be organized into the following major sections.

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

EXECUTIVE SUMMARY: This part of the response of the RFP should be limited to a brief narrative highlighting the bidder's proposal. The summary should contain as little technical jargon as possible, should be oriented toward non-technical personnel, and be no more than 3 pages. The complete name of the firm or person(s) submitting the proposal, the main office address, the primary and secondary contact person(s) and their respective telephone numbers, and email addresses should be included in this section.

COMPANY BACKGROUND: Bidders must provide, at a minimum the following information about their company so that Pueblo-City County Library District can evaluate the bidder's stability and ability to support the requirements set forth in the response to the RFP. The Pueblo City-County Library District at its option may require a bidder to provide additional support and/or clarify requested information.

The bidder should outline the company's background including:

- How long the company has been in business.
- A brief description of the company's size and organization.
- A list of any sub-bidders the bidder proposes to use should be included in this section along with contact information for each.
- What percentage of its business is in local government as compared to non-profit, schools or other business and commercial types.

PROPOSED SOFTWARE AND COMPUTING ENVIRONMENT: The bidder must present in detail, features and capabilities of the proposed solution. If vendor provides hosted solution, details on such hosted solution should be provided. The proposer should clearly identify any and all software products that are "in development" or otherwise not in general release for all subscribing customers.

OPTIONAL SOFTWARE: Include a description of any products, features or other value added components available for use with the proposed software application(s) that have not been specifically requested in this RFP. Consideration of these products will be given where these may be of value to Pueblo City-County Library District.

RESPONSES TO GENERAL REQUIREMENTS: The bidder must provide responses to each of the Requirements that are listed below. The following codes should be used for both the General Requirements and Technical Requirements.

Compliance Column Coding
       F= Fully meets requirements
       N= This feature cannot be provided
       M= Modification (please note cost)
       T= Third party software
       W= Work around/Report Writer
       A= Available in next version (include estimated date of release)

The comment box is provided for additional information.

General Requirements	Importance	Compliance	Notes/Comments
Required modules (including both desk top and web based) • Circulation • Acquisitions • Serials • OPAC/Discovery • Cataloging • Reports	Mandatory		
Discovery e-Content Integration	Mandatory		
Authority Control Module	Mandatory		
Integration with OCLC Cataloging Services (batch and individual bibliographic records)	Mandatory		
EDI for Acquisitions	Mandatory		
SIP 2 including: • PC/Print Management • Cloud Library • Freegal • Freading • Hoopla • Encyclopedia Brittanica	Mandatory		
Customer Patron API	Mandatory		
Test Server Environment	Mandatory		
Integration with Sage Accounting Software	Highly Desired		
Ability to integrate with Bibliotecha and RFID Solutions Software	Mandatory		
Phone Notification Service	Mandatory		

Text Notification Service	Highly Desired		
Z39.50 client/server	Mandatory		
Interface with Unique Management Collections	Mandatory		
Data Migration Services - Bibliographic - Item - Authority - Patron - Circulation - Transactions - Acquisitions - Vendors and funds - Patrons' saved lists	Mandatory		
Offline Circulation	Mandatory		
Premium Support Services	Mandatory		
Mobile Public Interface	Mandatory		
Mobile and web based circulation	Highly Desired		
Web based cataloging	Highly Desired		
Web based acquisitions	Highly Desired		
Web based system administration	Highly Desired		
Ability to run unattended nightly backups of the system	Mandatory		
Tolerates momentary network interruptions	Mandatory		
Compatible with Windows 7,8, and 10	Mandatory		
Library has complete access to all its data and ability to modify data directly in database if required	Mandatory		
Ability to query database using standard SQL	Mandatory		
Linked Data	Preferred		

Ability for library to own records	Highly Desired		

IMPLEMENTATION SERVICES: The bidders should provide a detailed plan for implementing the proposed system. This information should include:

- Detailed implementation methodology
- Conversion support
- Overview of proposed training including options for onsite or training center services for end-users and management personnel
- Implementation and training plan including deliverables for each stage of the project
- Brief biographies of bidder's key implementation staff

SUPPORT PROGRAM: Specify the nature of any post-implementation support provided by the bidder including:

- Telephone support: toll-free support hotline hours of operation
- Availability of future upgrades and product enhancements
- Availability of user groups
- Problem reporting and resolution procedures
- Other support (onsite, remote dial-in, website access to patches, fixes; knowledge base, ect..)

CLIENT REFERENCES: Bidders should provide a list of 3 medium sized public libraries most comparable to Pueblo City-County Library District that are utilizing the proposed system. Include at least one Colorado library, so that we might schedule a site visit.

PRICING SUMMARY: Provide a detailed cost of purchase for all software, licenses, support, training and implementation services being proposed. Pueblo City-County Library District seeks a five year contract. Implementation fees should be rolled into pricing for the entire length of contract. Pueblo City-County Library District is also requiring that all services be quoted at a fixed "not to exceed" cost. Proposals that do not address this may result in disqualification.

ADDITIONAL INFORMATION: Bidders may use this section to include additional information about their products and services not covered in other sections of the proposal. Examples could include:

- Published case studies
- Newsletters
- Conference information
- Documentation

4.0 Evaluations

4.1 Evaluation Method

The Pueblo City-County Library District will evaluate all proposals deemed responsive to this RFP by a committee selected by the Pueblo City-County Library District. The initial evaluation will consider only the qualifications and demonstrated experience of each respondent. Following the evaluation committee's analysis of the written proposals and discussions, the responses will be ranked to establish the highest score. Bidders may be asked to provide onsite demonstrations. Discussions and negotiations may take place with the short list of bidders to ensure clarification and to obtain a best and final offer. The award will be based upon the proposal that is determined to be the most advantageous to the Pueblo City-County Library District, representing the best and lowest bid.

4.2 Selection Criteria

The intention of the Pueblo City-County Library District is to procure functionally complete cost effective and integrated software applications. The criteria that will be used to evaluate proposals may include, but are not limited to the following:

- Quality clarity and responsiveness of proposal in conformance with instructions conditional and format contained herein
- Timeliness and professionalism of on-going support
- Demonstrated performance of proposed system somewhere else in a medium sized public library
- Implementation strategies and timelines
- Cost and quality of software and implementation services
- Cost of on-going maintenance
- Reference checks including possible visits to client sites
- Ability to provide an integrated all in one system