

STATE OF NEW YORK

JUDICIARY

—REQUEST FOR PROPOSAL—

(This is not an order)

**PROPOSAL MUST BE MADE ON THIS SHEET
OR AS OTHERWISE SPECIFIED**

**NYS APPELLATE DIVISION -FOURTH DEPARTMENT
APPELLATE DIVISION LAW LIBRARY
50 EAST AVENUE - SUITE 100
ROCHESTER, NEW YORK 14604**

(Agency Name and Address)

Direct Inquiries to: **MR. DAVID VOISINET - LAW LIBRARIAN**
Telephone No.: **FAX NO. (585) 530-3270**

Price to include delivery to (describe exact location and method of delivery)

PER ATTACHED SPECIFICATIONS

PROPOSAL Number: ADLL-001-08	Commodity Group:
Opening Date: MONDAY June 16, 2008 Time: 11:00 A.M.	Commodity Name: INTEGRATED LIBRARY SYSTEM FOR APPELLATE DIVISION LAW LIBRARY.

OFFICE OF GENERAL SERVICES "GENERAL SPECIFICATIONS" (DECEMBER 1998) ARE FULLY INCORPORATED HEREIN.

<p>Agency's Specification of item(s) Required (include quantities)</p> <p>APPENDIX A ATTACHED & INCORPORATED HEREIN.</p> <p>UCS ATTACHMENTS I, II, III, & IV INCORPORATED HEREIN.</p> <p>CONTRACT FOR AN INTEGRATED LIBRARY SYSTEM FOR THE APPELLATE DIVISION FOURTH DEPARTMENT LAW LIBRARY.</p>	<p>PROPOSER's Quotation and Specific Description of Item Offered</p> <p>ALL PROPOSAL RESPONSES <u>MUST</u> BE ENTERED ON THE ENCLOSED PROPOSAL RESPONSE FORM.</p>
---	--

NOTICE TO PROPOSERS

Pursuant to the Rules and Regulations of the Chief Administrator for the Courts, sealed PROPOSALS for furnishing the item(s) in this Request for PROPOSAL will be received at the above address. When submitting a PROPOSAL, you must:

1. Complete this form in its entirety using ink or typewriter and return with all other documents.
2. Explain any deviations or qualifications if your PROPOSAL deviates from the specifications. If necessary, attach a separate sheet setting forth such explanations.

3. Sign the PROPOSAL. The PROPOSAL must be completed in the name of the PROPOSER (corporate or other) and must be fully and properly executed by an authorized person.
4. INDICATE THE PROPOSAL NUMBER, THE PROPOSAL OPENING DATE AND TIME ON THE ENVELOPE CONTAINING THE SEALED PROPOSAL.
5. Mail the PROPOSAL to the above agency address in sufficient time for it to be received before the specified PROPOSAL opening. Late PROPOSALS will be rejected.

PROPOSER HEREBY CERTIFIES THAT THE ABOVE QUOTED (OR OTHERWISE NOTED) PRICES ARE APPLICABLE TO ALL CUSTOMERS FOR COMPARABLE QUANTITIES, QUALITY, STYLES OR SERVICES.

PROPOSALS MUST BE SIGNED

PROPOSER's Firm Name:		Employer's Federal Identification Number	
Address Street	City	State	Zip
PROPOSER's Signature		Official Title	
Printed or Typed Copy of Signature		Area Code/ Telephone Number	

THIS SIDE

INTENTIONALLY

LEFT

BLANK

**RFP# ADLL- 001-08
INTEGRATED LIBRARY SYSTEM
FOR NYS APPELLATE
DIVISION - FOURTH DEPT. LAW LIBRARY**

**PROPOSAL OPENING: 11:00 AM
JUNE 16, 2008**

NOTE: IN ADDITION TO SUCH OTHER SPECIFICATIONS AND CRITERIA PRESENTED HEREIN, THE NYS UNIFIED COURT SYSTEM STANDARD REQUEST FOR PROPOSAL CLAUSES & FORMS (ATTACHMENT I), NEW YORK STATE UNIFIED COURT SYSTEM VENDOR TAX COMPLIANCE & CERTIFICATION (ATTACHMENT II), NEW YORK STATE VENDOR RESPONSIBILITY QUESTIONNAIRE FOR PROFIT BUSINESS ENTITY (ATTACHMENT III), AND NYS UNIFIED COURT SYSTEM PROCUREMENT LOBBYING ACT REQUIREMENTS GUIDELINES AND FORMS (ATTACHMENT IV) ARE ATTACHED HERETO AND MADE A PART HEREOF.

PURPOSE AND SCOPE:

THE NEW YORK STATE APPELLATE DIVISION - FOURTH JUDICIAL DEPARTMENT LAW LIBRARY (ADLL) IS SOLICITING SEALED PROPOSALS FOR THE PURPOSE OF PURCHASING AN INTEGRATED LIBRARY SYSTEM TO MEET THE LIBRARY MANAGEMENT NEEDS OF THE APPELLATE DIVISION LAW LIBRARY (ADLL). THE INTEGRATED LIBRARY SYSTEM MAY BE EXPANDED TO INCLUDE THE FIRST, SECOND, AND THIRD APPELLATE DIVISION, AND COURT OF APPEALS LIBRARIES.

ALL ADLL ORDERS FOR THE SPECIFIED SERVICES DURING THE TERM OF THIS CONTRACT WILL BE PLACED WITH THE AWARDED CONTRACTOR.

MANDATORY REQUIREMENT:

THE ILS SHALL RUN ON THE WINDOWS 2003 OR HIGHER PLATFORM USING THE MS SQL SERVER DATABASE, FULL LICENSE. NO OTHER OPERATING SYSTEMS OR DATABASES WILL BE ACCEPTABLE. PLEASE PROVIDE COSTS ON THE ENCLOSED FORM, ALONG WITH 5-YEAR MAINTENANCE COSTS.

OUR CURRENT ILS IS HORIZON 7.41 BY SIRSIDYNIX. AS THAT SOFTWARE PLATFORM WILL NO LONGER BE DEVELOPED, WE ARE SEEKING TO MIGRATE TO A FUNCTIONALLY RICH, MODERN ILS. THE SYSTEM WE SEEK MUST INCLUDE A HIGH LEVEL OF FUNCTIONALITY IN ALL MODULES INCLUDING CIRCULATION, CATALOGING, ACQUISITIONS, SERIALS, OPAC, OFF-LINE CIRCULATION, INVENTORY, REMOTE PATRON AUTHENTICATION, AND REPORTS. WE ARE A LAW LIBRARY AND THE ABILITY TO MANAGE SERIALS IN AN EFFICIENT AND SENSIBLE MANNER IS EXTREMELY IMPORTANT. IT MUST WORK WITH STANDARDS SUCH AS SIP, SIP2, AND NCIP. VENDOR INTERFACE PROTOCOL, OR THE EQUIVALENT, IN ACQUISITIONS IS REQUIRED. IT MUST WORK WITH THIRD PARTY SYSTEMS SUCH AS (BUT NOT LIMITED TO) AQUABROWSER, CHECKPOINT, 3M SELF-CHECK, AND BLUESOCKET WIRELESS. IT MUST HAVE A HIGH GRANULAR DEGREE OF STAFF SECURITY PRIVILEGES DOWN TO THE FUNCTIONAL LEVEL.

WE NEED ADDITIONAL FUNCTIONALITY INCLUDING BUT NOT LIMITED TO AN INTERNAL URL CHECKER, SEAMLESS EMAILING OF OVERDUE, FINE AND FEE NOTICES, INTERNAL CROSSTAB REPORTING. WE EXPECT SEVERAL CROSSTAB MONTHLY REPORTS TO BE SET UP AND DELIVERED READY TO RUN ON GO-LIVE.

BACKGROUND INFORMATION ON THE LIBRARY

THE NY APPELLATE DIVISION, FOURTH DEPARTMENT LAW LIBRARY WAS FOUNDED IN 1849 AND IS THE FLAGSHIP LIBRARY OF THE NY STATE UNIFIED COURT SYSTEM. THE LIBRARY IS RESPONSIBLE FOR MANAGING LIBRARY COLLECTIONS WHICH ARE PUBLICLY ACCESSIBLE, AND FOR MANAGING PRIVATE OFFICE (CHAMBERS) COLLECTIONS FOR THE JUDICIAL AND NON-JUDICIAL STAFF. NEARLY ALL OF OUR TITLES ARE SERIALS. OUR ANNUAL CIRCULATION IN 2007 WAS APPROXIMATELY 20,000 ITEMS, INCLUDING IN-HOUSE USAGE OF MATERIALS. WE CHECK-IN APPROXIMATELY 800 SERIALS PER WEEK. WE HAVE A FIBER OC-3 WAN CONNECTING OUR PHYSICAL LOCATION TO THE INTERNET AND TO THE NY UNIFIED COURT SYSTEM.

WE HAVE ONE PHYSICAL LIBRARY LOCATION. HOWEVER, IT IS LIKELY THAT THE OTHER THREE APPELLATE DEPARTMENTS BASED IN ALBANY, NY AND NEW YORK CITY, AS WELL AS THE NY COURT OF APPEALS LIBRARY IN ALBANY, NY WILL JOIN US IN USING THIS SYSTEM IN A CONSORTIAL MANNER WITHIN THE NEXT FIVE YEARS.

DESCRIPTION OF LIBRARY WITH BOTH CURRENT STATISTICS AND 5 YEAR ESTIMATES:

	CURRENT	PROJECTED 5 YEARS
# OF MEMBER LIBRARIES AND BRANCHES	1	5
# OF BIBLIOGRAPHIC RECORDS	56,000	70,000
# OF ITEM RECORDS	160,000	400,000
# OF AUTHORITY RECORDS	86,000	95,000
# OF NEW ITEMS ADDED PER YEAR	12,000	40,000
# OF ITEMS WEEDED/DISCARDED	3,400	14,000
# OF SERIALS RECORDS	6,564	10,000
# OF PATRONS	1,400	1,800
# OF ANNUAL CIRCULATION TRANSACTIONS	20,000	20,000
# OF DEDICATED PAC WORKSTATIONS	1	1
# OF STAFF WORKSTATIONS*	17	20
ESTIMATED # OF INBOUND INTERNET USERS	5,000	25,000

LIBRARY'S TIMETABLE

DATA CLEAN-UP/ENHANCEMENT AND AUTHORITY CONTROL (MAY BE DONE PRIOR TO MIGRATION):

ISSUE DATE OF RFP: MAY 19, 2008

DUE DATE OF RFP: JUNE 16, 2008

VENDORS ON-SITE DEMONSTRATIONS: MAY 19-June 16, 2008.

VENDOR SELECTION: APPROXIMATELY 2 WEEKS FROM OPENING OF PROPOSAL, WITH APPROVAL OF THE CLERK OF THE COURT.

DESIRED IMPLEMENTATION DATE: DATE TO BE DECIDED BY SELECTED VENDOR AND THE LIBRARY.

DESIRED OPERATIONAL DATE: MAY 1, 2009 OR NO LATER THAN 6 MOS. AFTER CONTRACT SIGNING.

LOCATION OF SERVICES:

ALL SERVICES AWARDED PURSUANT TO THIS SOLICITATION ARE FOR APPELLATE DIVISION - FOURTH JUDICIAL DEPARTMENT LAW LIBRARY, 50 EAST AVENUE, ROCHESTER, NY 14604. AS PREVIOUSLY NOTED ON PAGES 1 AND 2, OTHER APPELLATE LAW LIBRARY SITES MAY BE ADDED.

TERM OF CONTRACT:

CONTRACT WILL BE AWARDED FOR AN INITIAL INSTALLATION AND MAINTENANCE FOR A PERIOD OF FIVE (5) YEARS COMMENCING AT OPERATIONAL DATE. THE ADLL RESERVES THE RIGHT TO RENEW SUCH CONTRACT FOR TWO (2) ADDITIONAL ONE (1) YEAR PERIODS UPON THE SAME TERMS AND CONDITIONS. THE ADLL FURTHER RESERVES THE RIGHT TO EXTEND THE CONTRACT FOR A PERIOD OF ONE-HUNDRED AND EIGHTY (180) DAYS UPON WRITTEN NOTIFICATION TO CONTRACTOR PRIOR TO CONTRACT TERMINATION DATE, OR ANY RENEWAL PERIOD THEREOF. ANY SUCH RENEWAL OR EXTENSION SHALL BE SUBJECT TO APPROVAL BY THE OFFICES OF THE NEW YORK STATE ATTORNEY GENERAL (AG) AND THE OFFICE OF THE STATE COMPTROLLER (OSC).

CONTRACTUAL FORMAT:

THE FORMAT OF ANY AWARDED CONTRACT SHALL CONSIST OF THE FOLLOWING DOCUMENTS:

1. RFP# ADLL-001-08 IN ITS ENTIRETY (INCLUDING REFERENCED APPLICABLE ATTACHMENTS AND/OR APPENDICES) AND ANY AMENDMENTS ISSUED THERETO.
2. AWARDED PROPOSER'S EXECUTED PROPOSAL RESPONSE FORM AND OTHER REQUIRED DOCUMENTS.
3. ANY APPROPRIATE CORRESPONDENCE RELATED HERETO.
4. NEW YORK STATE UNIFIED COURT SYSTEM (UCS) ACCEPTANCE OF PROPOSAL TO CONTRACT FORM (TO BE EXECUTED BY THE PARTIES UPON NOTIFICATION OF AWARD TO SUCCESSFUL PROPOSER).

REQUIRED COPIES: Six (6)

Delivery Instructions:

Due Date: June 16, 2008 Time: 11 A.M.

Late proposals will not be accepted.

IN ADDITION TO ALL REQUIRED ORIGINAL RFP DOCUMENTS (EXECUTED RFP FORM, NON-COLLUSIVE BIDDING CERTIFICATE, ACKNOWLEDGMENT, PROPOSAL RESPONSE FORM, UCS ATTACHMENT II) AND ANY OTHER REQUIRED DOCUMENTATION, BROCHURES, ETC. PROPOSER MUST INCLUDE SIX (6) COPIES OF ALL SUCH MATERIAL. FAILURE TO PROVIDE SAME MAY RESULT IN DISQUALIFICATION OF PROPOSER'S RESPONSE !!

SUBMISSION OF PROPOSALS:

ALL PROPOSAL SUBMISSIONS MUST BE SEALED AND PACKAGED APPROPRIATELY IN A BOX/CARTON WITH THE FOLLOWING INFORMATION CLEARLY MARKED, "TO THE ATTENTION OF: DAVID VOISINET , APPELLATE DIVISION LAW LIBRARY, 50 EAST AVENUE, SUITE 100, ROCHESTER, NY 14604. DO NOT OPEN. PROPOSAL NO. ADLL-001-08, 11:00AM (EASTERN TIME), MONDAY JUNE 16, 2008." FAILURE TO PACKAGE AND MARK AS REQUIRED MAY RESULT IN ACCIDENTAL MISDIRECTION OR OPENING OF YOUR PROPOSAL AND MAY RESULT IN DISQUALIFICATION.

PRICE:

ALL PRICE PROPOSALS ARE TO BE NET, AND INCLUSIVE OF ALL SERVICES SPECIFIED HEREIN, INCLUDING FULL INSIDE PICK UP OF ADLL MATERIALS AND FULL INSIDE DELIVERY OF FINISHED PRODUCT(S). PRICES SHALL REMAIN FIRM THROUGHOUT THE INITIAL CONTRACT TERM.

PRICE INCREASES:

NECESSARY, REASONABLE AND DOCUMENTED PRICE INCREASES WILL BE CONSIDERED FOR ANY RENEWAL PERIOD ONLY UPON WRITTEN REQUEST FROM THE CONTRACTOR. SUCH REQUESTS MAY BE BASED ONLY ON FACTORS BEYOND THE CONTRACTORS CONTROL FOR SUPPLIES, MATERIALS OR LABOR. NOTE: ANY INCREASE FOR LABOR FACTOR(S) SHALL BE LIMITED TO SUCH INCREASE(S) AS MAY BE DETERMINED BY PREVAILING WAGE RATE(S) ESTABLISHED BY THE NEW YORK STATE DEPARTMENT OF LABOR FOR APPROPRIATE AND APPLICABLE JOB CLASSIFICATIONS.

METHOD OF AWARD:

SELECTION CRITERIA:

THE LIBRARY WILL BASE THE SELECTION ON:

- **FUNCTIONALITY FOR THE LIBRARY** **POINT VALUE 40%**
- **COST FACTORS** **POINT VALUE 20%**
- **PLATFORM SUITABILITY**
(OPERATING SYSTEM AND DATABASE) **POINT VALUE 10%**
- **EASE-OF-USE FOR STAFF AND PUBLIC** **POINT VALUE 10%**
- **3RD PARTY PRODUCT SUPPORT (HOW MUCH OF THE PRODUCT(S) ARE SUPPORTED BY THE VENDOR AND THOSE BY 3RD PARTY)** **POINT VALUE 5%**

- INITIAL, ADD-ON SUBSYSTEM/SUBSYSTEM AND 5 YEAR COSTS POINT VALUE 5%
- PROVEN TRACK RECORD OF SOFTWARE, UPGRADE, SYSTEMS DELIVERY,
AND CUSTOMER SATISFACTION/CUSTOMER SUPPORT METRICS/REFERENCES
POINT VALUE 5%
- STABILITY OF THE COMPANY POINT VALUE 5%

AWARD SHALL BE MADE TO THE RESPONSIBLE PROPOSER WHO RECEIVES THE HIGHEST POINT VALUE AS INDICATED IN THE AWARD CRITERIA SECTION ABOVE. ANALYSIS OF PROPOSALS RECEIVED SHALL INCLUDE, BUT NOT BE LIMITED TO: COMPLIANCE WITH THE SPECIFICATIONS HEREIN, PROPOSER'S PERFORMANCE HISTORY, EXPERIENCE WITH COMPARABLE AWARDS/CONTRACTS, SERVICING RESOURCES AND COST FACTORS. AWARD SHALL BE MADE BY THE ADLL SELECTION COMMITTEE AFTER CONSULTATION WITH THE CHIEF CLERK OF THE COURT.

LOWEST DOLLAR COST SHALL BE DETERMINED BY "GRAND TOTAL" DERIVED BY CALCULATING THE TOTAL OF THE COSTS FOR ALL REQUIRED SOFTWARE AND HARDWARE. A "GRAND TOTAL" FOR ALL ITEMS SHALL BE CLEARLY STATED ON THE PROPOSAL RESPONSE FORM IN THE PLACE SO INDICATED.

PRICING FOR OPTIONAL COMPONENTS WILL NOT BE CONSIDERED PART OF THE "GRAND TOTAL" IN THE AWARD. THE ADLL RESERVES THE RIGHT TO NEGOTIATE ANY SUCH PRICING IT DEEMS EXCESSIVE.

PROPOSAL RESPONSE FORMAT:

- VENDOR PROFILE (BACKGROUND, PRODUCT LINE, FINANCIAL INFORMATION, STAFF INFORMATION)
- DEVIATIONS FROM SPECIFICATIONS (USE FORM AS ON PAGE 7)
- CUSTOMER REFERENCES (USE FORM AS ON PAGE 9)
- WORKSTATION REQUIREMENTS (STAFF AND PUBLIC ON PAGE 10)
- RESPONSE TO SPECIFICATIONS
- COST PROPOSAL (USE FORM AS ON PAGES 44-45)
- ADDITIONAL INFORMATION THE VENDOR WOULD LIKE TO INCLUDE

RESPONSE TO SPECIFICATIONS

IT IS ASSUMED THAT ALL ILS'S HAVE THE SAME BASIC FUNCTIONALITY. VENDOR'S SHOULD RESPOND TO INDIVIDUAL SPECIFICATIONS WHERE THERE IS SIGNIFICANT DEVIATION FROM THAT SPECIFICATION OR WHERE THAT FUNCTIONAL SPECIFICATION CANNOT BE MET. VENDOR'S RESPONSES MUST BE IN THE SAME ORDER IN WHICH POINTS APPEAR IN THIS RFP, AND MUST USE THE SAME NUMBERING SCHEME USED IN THIS RFP. VENDORS MUST REPLY SPECIFICALLY TO SECTION II-40 (CHECKOUT) (CERTIFIED RECEIPT PRINTERS, PAGE 15 - REPLY ON PAGE 42) AND SECTION XI-5 (UPGRADE TIMES, PAGE 40). THE APPARENT SILENCE OF THE SPECIFICATIONS CONTAINED AS A PART OF THIS PACKAGE AS TO ANY DETAIL OR TO AN APPARENT OMISSION OF A DETAILED DESCRIPTION CONCERNING ANY POINT, SHALL BE REGARDED AS MEANING THAT ONLY THE BEST COMMERCIAL PRACTICES ARE TO PREVAIL. ALL INTERPRETATIONS OF THESE SPECIFICATIONS SHALL BE MADE ON THE BASIS OF THIS STATEMENT.

PRODUCTS AND SERVICES THAT ARE NOT SPECIFICALLY REQUESTED IN THE RFP, BUT WHICH ARE NECESSARY TO PROVIDE THE FUNCTIONAL CAPABILITIES PROPOSED, SHALL BE INCLUDED IN THE OFFER.

FOR ANY SPECIFICATION WHICH THE VENDOR CAN NOT CURRENTLY PROVIDE FUNCTIONALITY REQUESTED, VENDOR MUST DESCRIBE:

1. THE FEATURE, FUNCTION, PRODUCT OR SERVICE BEING PLANNED OR DEVELOPED, INDICATING THE DATE AFTER WHICH THE FUNCTION AND FEATURE WILL BE AVAILABLE IN GENERAL RELEASE AND OPERATION IN THE SYSTEM PROPOSED TO THE LIBRARY.
2. WHETHER THE LIBRARY WILL INCUR ANY ADDED COST FOR THE FEATURE, FUNCTION, PRODUCT, OR SERVICE ONCE IT BECOMES AVAILABLE, EITHER AS A DIRECT COST FOR THE FEATURE, FUNCTION, PRODUCT, OR SERVICE , OR BECAUSE THE FEATURE, FUNCTION, PRODUCT, OR SERVICE WILL REQUIRE REPLACEMENT OF (OR ADDITION TO) HARDWARE OR SOFTWARE ORIGINALLY PROPOSED FOR INITIAL INSTALLATION.
3. IF THE FEATURE, FUNCTION, PRODUCT, OR SERVICE IS NOT AVAILABLE, IN DEVELOPMENT OR PLANNED, AN EXPLANATION OF HOW THE SPECIFICATION MIGHT OTHERWISE BE MET USING ALTERNATIVE FEATURES, FUNCTIONS, PRODUCTS, OR SERVICES AVAILABLE FROM THE VENDOR OR A THIRD PARTY PARTNER, INCLUDING AVAILABILITY DATES FOR ANY SUCH ALTERNATIVE AND ANY ADDED COSTS, EITHER DIRECT OR INDIRECT.

ANY SUCH EXCEPTION TAKEN TO ANY SPECIFICATION MUST BE STATED ON THE DEVIATIONS FROM SPECIFICATIONS FORM PROVIDED HEREIN. VENDORS ARE ADVISED THAT THE LIBRARY IS INTERESTED IN RECEIVING PROPOSALS FROM VENDORS WHO CAN OFFER A PRODUCTION ILS ALREADY IN USE BY AN INSTALLED CUSTOMER BASE, AND THAT PROPOSALS FOR SYSTEMS IN AN ALPHA OR BETA PHASE OF DEVELOPMENT WILL NOT BE CONSIDERED. THE LIBRARY RESERVES THE RIGHT TO EVALUATE ALL PROPOSALS SOLELY ON THE BASIS OF CURRENTLY EXISTING FEATURES, FUNCTIONS, PRODUCTS, OR SERVICES MEETING THE SPECIFICATIONS AS STATED.

AT THE END OF EACH SECTION, THERE IS AN OPPORTUNITY TO DESCRIBE THE OVERALL MANNER IN WHICH THE FUNCTIONAL SPECIFICATIONS ARE OR ARE NOT MET, AND OTHER STRENGTHS OF YOUR ILS REGARDING THAT PARTICULAR SECTION.

DEVIATIONS FROM SPECIFICATIONS:

STATE ANY PROPOSED DEVIATIONS FROM FULL COMPLIANCE WITH THE SPECIFICATIONS DESCRIBED IN THIS SOLICITATION. YOU MUST CITE THE PARAGRAPH NUMBERS OR DESCRIBE THE SPECIFIC LOCATION OF A REQUIREMENT SPECIFIED IN ANY ATTACHMENT FOR EACH DEVIATION PROPOSED. DEVIATIONS MAY BE CONSIDERED PROVIDED THAT YOU SUBMIT ADEQUATE EXPLANATION AND JUSTIFICATION. IF NO DEVIATIONS ARE PROPOSED, SO STATE BY WRITING NONE IN THE SPACE PROVIDED. IF AT ANY TIME WE DISCOVER DEVIATIONS IN YOUR PROPOSAL THAT ARE NOT IDENTIFIED ON THIS FORM YOU MAY BE SUBJECT TO DISQUALIFICATION FROM CONSIDERATION OR CANCELLATION OF CONTRACT.

PICK UP AND DELIVERY LOCATION:

THE PICK UP AND DELIVERY LOCATION SHALL BE THE ADLL, 50 EAST AVENUE, SUITE 100, ROCHESTER, NEW YORK 14604 OR SUCH OTHER LOCATION AS MAY BE DESIGNATED WITHIN THE OPERATIONS OF THE ADLL. **CONTRACTOR SHALL USE DELIVERY ENTRANCE ONLY ON STILLSON STREET BETWEEN EAST AVENUE AND EAST MAIN STREET.**

GUARANTEE:

CONTRACTOR GUARANTEES THAT ANY AND ALL FINISHED PRODUCTS FOR WHICH AN AWARD IS MADE SHALL BE OF THE HIGHEST QUALITY, USABLE FOR THE PURPOSES INTENDED, BE IN COMPLIANCE WITH THE SPECIFICATIONS CONTAINED HEREIN OR INCORPORATED BY REFERENCE AND ENDURE FOR SUCH PERIOD(S) OF TIME AS MAY BE PRESCRIBED THEREBY. DELIVERY OF ANY ITEMS DETERMINED UNSATISFACTORY SHALL BE RETURNABLE FOR FULL CREDIT AND PROMPTLY CORRECTED AT CONTRACTOR'S EXPENSE. FAILURE OF CONTRACTOR TO CORRECT SUCH WORK WITHIN A MUTUALLY-AGREED TIME PERIOD SHALL, UPON WRITTEN NOTICE TO CONTRACTOR BY ADLL, RELEASE THE ADLL TO SECURE ALTERNATE SERVICES FOR THE PRODUCT(S) IN QUESTION AND DEDUCT, OR CHARGE-BACK, ANY SUCH COSTS TO ORIGINAL CONTRACTOR.

QUALIFICATION OF PROPOSER:

PROPOSALS WILL BE ACCEPTED ONLY FROM ESTABLISHED PROVIDERS OF INTEGRATED LIBRARY SYSTEMS HAVING BEEN IN CONTINUOUS OPERATION FOR A **MINIMUM** OF FIVE YEARS.

THE ADLL MAY REJECT ANY PROPOSALS FROM VENDORS WHO PREVIOUSLY DEFAULTED ON CONTRACT OBLIGATIONS, AS SURETY OR OTHERWISE, UPON ANY OBLIGATION TO THE STATE OF NEW YORK; WHO HAVE BEEN DECLARED NOT RESPONSIBLE, OR DISQUALIFIED, BY ANY AGENCY OF THE STATE OF NEW YORK; OR HAVE ANY PROCEEDING PENDING RELATING TO THE RESPONSIBILITY OR QUALIFICATIONS OF THE PROPOSERS TO RECEIVE PUBLIC CONTRACTS

QUESTIONS:

ALL QUESTIONS IN CONNECTION WITH THIS SOLICITATION ARE TO BE IN WRITING AND DIRECTED **SOLELY** TO THE ATTENTION OF MR. DAVID VOISINET, LIBRARY DIRECTOR, VIA FAX TRANSMISSION TO **(585) 530-3270** OR E-MAIL AT **DVOISINE@COURTS.STATE.NY.US** AND RECEIVED **NO LATER** THAN THREE (3) BUSINESS DAYS PRIOR TO PROPOSAL DUE DATE. **NO VERBAL INQUIRIES WILL BE RECEIVED OR CONSIDERED**

CUSTOMER REFERENCES

PLEASE PROVIDE 3 REFERENCES THAT ARE SIMILAR IN SIZE TO OUR LIBRARY AND POSSIBLY THOSE THAT HAVE MIGRATED FROM SIRSI-DYNIX HORIZON TO THE SYSTEM CONTAINED IN THIS PROPOSAL.

Reference 1	
Name and Title:	
Library:	
Telephone:	
Email:	
Web address:	
Date of install:	
Reference 2	
Name and Title:	
Library:	
Telephone:	
Email:	
Web address:	
Date of install:	
Reference 3	
Name and Title:	
Library:	
Telephone:	
Email:	
Web address:	
Date of install:	

Workstation Requirements

Please describe the minimum and recommended PC configuration for staff and public clients.

GENERAL SPECIFICATIONS

I. System Requirements

1. The ILS must comply fully with the Z39.50 version 3 standard on both the client and the server sides.
2. The ILS must use the Microsoft SQL Server database to store data.
3. The ILS must integrate with Windows Active Directory.
4. The ILS must include its own SMTP email server for sending out email notices to patrons.
5. The ILS must include the following:
 - a. PAC Portal (including remote patron authentication)
 - b. Cataloging with bibliographic import and authority control.
 - c. Circulation
 - d. Offline circulation
 - e. Acquisitions with fund accounting and authority integration.
 - f. Serials
 - g. Reports
 - h. SIP, NCIP, SIP2 compliance
 - i. System administration
6. The following must be available at library's option:
 - a. Telephone Notification System – Outbound and Inbound
 - b. Self-Check (SIP2 or NCIP) Interface
 - c. Web-based Reporting
 - d. Inventory Manager
 - e. Enhanced Data Content for PAC
 - f. URL checker
7. General release software updates for subsystems under maintenance must be provided free of charge.
8. The ILS must enable operators to access any and all system functions for which they are authorized from any screen on any workstation; limited only by the library's choice.
9. The ILS must not require a separate login to access different subsystems; the initial login must set all privileges for all subsystems.
10. The ILS must have the demonstrated capability of supporting independent libraries under separate jurisdictions, with one central computer configuration sharing a common database, with each such library maintaining different delinquency criteria, fine calculation rules, loan period rules, and hold parameters.
11. The ILS must include the following products and services to the full extent required for successful system implementation and operation:
 - a. data migration services
 - b. software (operating system, database and application)
 - c. server hardware and any additional hardware components or peripherals specific to the proposed system.

- d. policy profiling/generation
- e. installation and database loading
- f. training on all subsystems
- g. documentation
- h. hardware and software maintenance

12. A single graphical Windows client must support all staff operations, including, but not limited to circulation, cataloging, acquisitions, serials control, report generation, policy set-up and management, and operation of any other optional subsystems the library may select.

13. The ILS must be scalable to manage high volume transactions for large institutions without impacting system performance. Transactions as high as, but not limited to, 10,000/month must be accommodated.

14. SIP, SIP2, and NCIP must be part of the core package without additional cost.

15. Vendor must offer an option to enhance the content of the library's catalog records and PAC through automatic web links to:

- a. book reviews, summaries, and book jacket images
- b. author biographies and tables of content
- c. Indexes
- d. most popular titles, subjects, and authors, based on automatic analysis of the library's recent circulation statistics.

Vendor to highlight other strengths it feels its ILS has for the Library.

II. Circulation Requirements

The Library considers that all ILS vendors provide basic/advanced circulation functionality. Following is a list of specific features desired by the Library.

Data and records management

1. The ILS must support an unlimited number of patron types without vendor intervention.
2. The ILS must support permissions that can be set by staff member or workstation to restrict viewing and/or modifying patron records.
3. The ILS must support manual creation of patron records
4. The ILS must support the bulk import of patron records from an external source.
5. The ILS must allow default values to be set when creating new patron records.
6. The ILS must offer an option for "express registration" or "registration on the fly" during circulation.
7. The ILS must support the bulk export of patron records to external programs for the creation of mailing/address labels independent of system generated notices.
8. The ILS must support the masking of library-specified fields in the patron record from staff view without the intervention of the vendor.
9. The patron record must accommodate multiple patron addresses.
10. The patron record must accommodate at least two e-mail addresses.

11. The patron record must accommodate at least two telephone numbers.
12. The ILS must allow the library to define certain fields in the patron record for its own use (User defined fields).
13. The library may define an unlimited number of statistical categories to be assigned to patron registrations.
14. The ILS must display a patron's last activity date. The date should be incremented for online activity as well as circulation.
15. The ILS must support searching patron records by, but not limited to, the following access points:
 - a. Barcode
 - b. Last name, First name
 - c. First name, Last name
 - d. Telephone number
 - e. E-mail address
 - f. Other fields defined by the library (user-defined fields)
 - g. Expiration date
 - h. Notes
 - i. Blocks
16. The ILS must support the ability for staff members to filter or limit a search by combining search terms (for example, search by last name and limit by registered library).
17. The ILS must support the ability for each individual staff member to set a default search preference. When searching, the system will default to his/her preferred method.
18. The ILS must support the ability to change the default search preference or return to the system default.
19. The ILS must support the ability to set a different default search preference for searching from check-out, check-in, or from the staff client general functions.
20. The ILS must support the ability to enter only the significant digits of the patron barcode for ease of use in the staff client and PAC.
21. The patron record must offer private notes for staff use and "blocking" notes that will alert the staff member during check-out
22. The ILS must support a patron reading history.
23. The ability to keep a history must be optional and set according to individual library.
24. The ILS must support the ability to limit how long (period of time) the reading history will be kept.
25. The ILS must support the ability to limit the total number of items that will be kept in a reading history.
26. The ILS must support the ability to sort the reading history by check-out date, title, author.
27. The ILS must support linked or associated borrowers (proxy links), with itemized fees and the total fines and fees on demand.
28. The ILS must support the option to exempt specific patrons or patron types from fines.
29. The ILS must support the ability to perform global "search and replace" operations on a selected group of patron records (record set functions).
30. The record set functions should be available to staff members from within the software interface without intervention by the vendor or a system administrator.

31. Record set functions must be available only to staff with sufficient privilege.
32. The ILS must allow staff with sufficient privilege to delete patron records individually.
33. The ILS must warn staff of potential duplicate patron records upon entry of Last Name, and allow staff to decide whether to proceed.

Check-Out

1. The ILS must support an unlimited number of item types.
2. The ILS must calculate loan periods and due dates according to the type of borrower and type of material.
3. The ILS must support the ability to set all loan period calculations, loan limits and thresholds at the library level.
4. The ILS must support loan periods defined in days, hours and minutes.
5. The ILS must support the ability to establish an “overnight” loan policy for hourly loans checked out near closing time.
6. The ILS must support the assignment of specific due dates based on exact date or a selected number of days, hours or minutes. (Special loan periods).
7. The ILS must support the ability to apply a special loan period to one item during a check-out or to all items checked out to an individual patron, or to all items checked out to all patrons during the entire check-out session.
8. The ILS must support the ability for the library to specify which types of materials may be borrowed by which types of patron.
9. The ILS must support the ability for the library to specify a limit on the total number of items any patron may have at one time. The limit may be set by library for each patron and/or item type.
10. The ILS must support the ability for the library to specify a limit on the number of overdue items a patron may have at one time. The limit may be set by library for each patron type.
11. The ILS must support the ability for the library to specify a limit on the number of lost items a patron may have at one time. The limit may be set by library for each patron type.
12. The ILS must support the ability for the library to specify a limit on the number of claimed items a patron may have at one time. The limit may be set by library for each patron type.
13. The ILS must support the ability for the library to manually add a block (stop) to a patron record.
14. The ILS must support the ability for the library to define one or more such blocks to be applied as necessary.
15. The ILS must support the ability for the library to specify a limit on the total number of hold requests any patron may have at one time. The limit may be set for each patron type.
16. The ILS must support the ability for the library to specify a limit on the total number of ILL requests any patron may have at one time. The limit may be set for each patron type.
17. The ILS must be able to stop ILL requests for patrons who exceed thresholds like fines, fees, items out, or other blocks.
18. The ILS must support the ability to manually put a block or stop on an individual item.
19. The ILS must support the ability for brief item and bibliographic records to be created “on the fly” to allow uncataloged items to circulate
20. Item records added during “circ on the fly” must be added to the bibliographic database immediately.
21. Item records added during “circ on the fly” must be flagged at CKI for dispatch to Tech Services.
22. The ILS must support circulation of uncataloged and unbarcoded items for statistical counting purposes

only. (Quick circ or ephemeral circ).

23. Quick circ statistics can be kept by material type.

24. Quick circ parameters can be defined, and statistics kept, at the branch level.

25. The ILS must provide an option to configure what patron data displays during check-out.

26. The ILS must provide a direct link to the complete patron record from check-out.

27. The information displayed in the patron record must include, but not be limited to:

a. All patron registration information

b. A summary list of the patron's current standing, showing all blocks, number of items out, number of items overdue, total amount owed, amounts accruing, number of claimed and lost items, number of items on hold, and notes.

c. A complete list of all items currently out to the patron, showing barcode, author, title, due date

d. An indication of any item that is overdue.

e. A summary of notices sent for overdue items including dates sent and notification method. It must be possible to sort the display of this list by any heading on demand.

f. A complete list of items claimed and lost.

g. A complete list of all hold and ILL requests, showing author, title, call number, material type, date placed, status, pickup branch. This list must distinguish item-specific and title level holds. It must be possible to sort the display of this list by any heading on demand. It must be possible to link directly to the request.

h. A complete list of all outstanding charges and any credits.

i. A summary list of all prior charges, fines, payments and credits.

28. The ILS must display all appropriate blocks or stops on a patron record at the point of check-out.

29. The ILS must support the ability for the staff member to link directly to the appropriate screen to manage the block.

30. The ILS must support the ability to renew items directly from the list of current items out.

31. The ILS must support the ability to block renewal of an item if hold requests are open for the title, allowing for staff override only if ILS security permissions are granted.

32. The ILS must support the ability for the patron to renew items from PAC or by phone. This should be able to be defined by branch level.

33. The ILS must support the ability to renew all or selected items with a single command.

34. The ILS must alert the staff member of any blocking conditions on the patron record or the item during renewal and stop the renewal if necessary.

35. The ILS must support the ability for an authorized staff member to override blocks, even based on a fine threshold.

36. The ILS must support the ability to designate certain items as non-circulating and/or as non-circulating.

37. The ILS must support the ability to apply specific, library-defined blocks to an individual item to stop circulation of the item.

38. The ILS must support the ability for the library to determine the text of library-defined blocks.

39. If a previously overdue or lost item is checked out to a new patron, the ILS must automatically charge the previous patron or waive the charges automatically according to library policy. This must be configurable.
40. The ILS must support check-out receipts. Vendor will supply a list of receipt printers certified to work with the ILS on page 43 of this document.
41. The ILS must support the ability for the library to configure the contents of check-out receipts and must be configurable as to automatic or on-demand by type of receipt.
42. The ILS must support the ability for a custom note to be added to check-out receipts. (library hours, announcements, etc.,)
43. All check-out transactions must update the patron and item records immediately.
44. The ILS must allow staff member permissions to be set to not allow override of blocking conditions so that a supervisor override is required to continue, preferably by type of block.
45. The ILS must support the ability for the staff member to toggle between check-out and check-in functions with a single keystroke.
46. All alerts and on-screen messages must be accompanied by a sound.
47. It must be possible to configure what sounds accompany the messages.

Offline Circulation

1. The ILS must provide an offline function to charge and discharge materials on a circulation workstation or on a portable device and to load these transactions into the on-line circulation System at a later time.
2. The offline upload function should be integrated with the circulation interface, not requiring the staff member to leave the program in order to upload the files.
3. The ILS must produce a report of uploaded files showing any exceptional conditions, such as items to be put in transit or items to fill hold requests.
4. The ILS must allow the ability to register patrons offline.
5. The ILS must allow the ability to compensate for unexpected closed days when offline files are uploaded to prevent patrons from being charged unfairly for overdue.
6. The ILS must allow the ability to upload multiple offline files to multiple libraries from a central location.

Check-In

1. The ILS must support “book drop” or bulk check-in to allow rapid check-in with minimal staff involvement.
2. The ILS must support “in-house” check-in to track the use of materials used but not checked out.
3. The ILS must support a “shelving status”; a temporary status assigned to items just checked-in but not yet on the shelf.
4. The status text to be displayed for shelving status can be customized by the library.
5. All check-in types must be counted in the check-in statistics.
6. The time to display the shelving status can be set differently by material type.
7. The ILS must retain a link to the previous borrower after the item is checked-in.
8. The ability to retain a link to the previous borrower must be optional and configurable.
9. After an item is checked-in, it must be possible to determine:
 - a. When (date, time) the item was checked-in
 - b. Where (branch, workstation) the item was checked-in

- c. When the item was last checked-out
 - d. From where the item was last checked-out
 - e. If the item is placed in transit, the “from” branch and “to” branch must be shown.
10. The ILS must support the ability to search for items from the check-in screen in order to find items returned with no barcode.
 11. The ILS must support check-in receipts, both automatic and on-demand.
 12. The ILS must alert the staff member if material checked-in belongs to another library and ask for confirmation to be sent in transit.
 13. The ILS must support floating collections by offering the option to check-in the item at the receiving branch.
 14. The ILS must print an “in transit” slip to be placed on items to be transferred, displaying the destination library, sending library and date.
 15. The ILS must alert the staff member to items that should trap for a hold request.
 16. When trapping, the staff member must have the ability not to trap the item with the proper permissions.
 17. If the staff member does not permit the item to be held, the ILS must prompt to keep or cancel the hold request and require the staff ID and password.
 18. The ILS must alert the staff member to any specific block on an individual item, allowing him/her to stop the check-in.
 19. It must be possible for the staff member to set a default mode for check-in (e.g. Normal or Bulk).

Overdues, Fines and Accounting

1. The ILS must support the ability to calculate overdue fine amounts based on the patron’s library, item’s library or transacting library.
2. The ILS must alert the staff member of overdue fines on incoming items and allow him/her to Pay, Waive (only with privileges) or Charge the patron account (only with privileges).
3. The staff member must have appropriate privilege to pay or waive (with sufficient privileges) fines.
4. The ILS must support “distributed waives”, the ability to waive a partial amount from several fines simultaneously from staff with that privilege.
5. The ILS must support the ability for a staff member with sufficient privilege to access a patron account directly from check-in or check-out to manage charges if desirable.
6. The ILS must support the ability for overdue fine amounts to account for closed days and holidays.
7. The ILS must support the ability for calculation of the fine amount to include a grace period.
8. The grace period can be defined by material type.
9. The grace period can be defined at the branch level.
10. The ILS must support the ability to automatically correct fine amounts during check-in to compensate for unexpected closings.
11. The ILS must support the ability to manually add a charge to a patron record and log the staff user who initiates the charge.
12. The ILS must support the ability for the staff member to select a reason for the charge from a library-determined list.
13. The ILS must support the ability to add a note to any charge and log the user who adds the note.

14. The ILS must support the ability to set a maximum fine/fee amount, resulting in a block.
15. The ILS must support fine payment by credit card or Paypal. (in addition to cash/check). Credit card payments will be supported:
 - a. in the staff client
 - b. by patrons from the PAC
 - c. from the self-check unit
16. The ILS must allow the ability to pay all fines or apply a partial payment to all monies owed.
17. When making payments, the ILS must accept an overpayment and add the amount as a credit to the patron account.
18. The ability to create a credit for overpayment must be optional, determined by the library.
19. When making payments, the ILS must calculate change due back to the patron.
20. The ILS must keep all completed account transactions in a patron account history for a library-determined length of time.
21. The ILS must support the option of printing fine receipts.
22. The ILS must support the ability for fine receipts to be printed from any point in the program where fines can be paid (check-in, check-out, patron account)
23. The ILS must support the ability for the content of fine receipts to be configured by library.
24. It must be possible to determine which branch is responsible for the charge, both visually and for reporting purposes.
25. The ILS must support the ability for the staff member to manually declare an item lost.
26. The ILS must automatically set items long overdue to lost on a fixed schedule as established by the library then billed. This schedule must be adjustable by the library without vendor intervention. Items set to Lost must retain patron information from last checkout.
27. The ILS must support the ability for the library to establish default replacement costs by material type if the replacement cost cannot be determined from the item.
28. The ILS must support the ability for the library to establish default processing fees by material type, to be included in the charges for lost items.
29. The ILS must support the ability for the library to specify a time period in which the charges may be waived.
30. It must be possible to establish separate default actions for the Overdue charge, Returned Check Fee, the Replacement cost and the Processing fee.
31. If a lost-and-paid item is checked-in within a specified period, the ILS must automatically credit or not credit the paid charges according to library policy.
32. The ILS must support the ability to set different policies for Replacement, Processing, and Overdue charges.

Notices

1. The ILS must support each of the following notice types:
 - a. Courtesy or “almost overdue”
 - b. Overdue (1st, 2nd, 3rd, 4th)
 - c. Fine
 - d. Bill
 - e. Statement of all charges
 - f. Hold pickup
 - g. Hold cancellation
 - h. Registration about to expire
2. The ILS must support the ability to send all notice types by print, e-mail or phone according to the patron preference noted in their record.
3. The ILS must support the ability for each library to determine the method for sending each individual notice, including each separate overdue notice (for example, 1st overdue by e-mail, 2nd by print, etc)
4. The ILS must support the ability to determine the entire text of all notices separately for each library and easily modify the text as necessary without vendor intervention.
5. In a multi-library setting, the ILS must support the ability to produce notices by individual branch, according to the library’s schedule, or centrally, for all branches.
6. The ILS must store and display a history of overdue notices and bills sent to the patron for all items currently overdue or billed.
7. The notice history must be kept until the items are returned or at the schedule of the library.
8. The notice history includes item title, due date, date sent and method (print, e-mail, and phone).
9. The ILS must support the ability for the staff member to produce on demand a summary statement of all charges owed.
10. The statement may be produced for any individual patron or group of patrons.
11. The statement may be produced for all patrons at a library.
12. The ILS must generate a daily report of all email notices which bounce for incorrect email address and automatically print a notice for mailing.
13. The ILS must allow the library to suppress the printing of a specific type of notice, for example a hold pickup or hold cancellation.

Holds and ILL

1. The ILS must support the ability to place requests for the first available item (title level hold) or a specific item, volume or issue.
2. The ILS must support the ability to place multiple requests for a single patron in one operation, without placing multiple individual requests.
3. The ILS must support the ability to place requests for a single title for multiple patrons in one operation, without placing multiple individual requests.
4. The ILS must support the ability to group multiple requests in such a way that when any one is filled, the others in the group are cancelled (For example, to get the first available copy of any of several Shakespeare plays.)

5. The ILS must support the ability for patrons to place requests from the PAC.
6. The ILS must support the ability for a library to allow or disallow requests from the PAC.
7. The ILS must support the ability to allow the patron to enter a note along with the request.
8. The ability for the patron to add notes to the request from PAC must be optional and determined by library.
9. The ILS must support the ability to designate an expiration or “not needed after” date when placing a hold.
10. The ILS must support the ability for each library to limit which libraries can be selected as a pick-up library (thereby limiting to cooperating libraries).
11. The ILS must support the ability to distinguish requests placed from the PAC, both visually and for reporting purposes.
12. The ILS must display a message in the PAC to inform the patron if other requests are open for the title, and how many requests are open.
13. The ILS must support the ability to suppress this message according to library policy.
14. The ILS must support the ability for patrons or staff to “suspend” a request after it is placed so that it can be filled at a later time.
15. The ILS must support the ability for a suspended request to maintain its position in the queue or to be placed at the end of the queue when reactivated, according to library policy.
16. The ILS must support the ability for staff to add notes to a request from the staff client.
17. The ILS must support the ability to add a note to the request that will print on the hold slip when the request is filled.
18. The ILS must support the ability to set a charge for hold requests. This must be optional, and configurable at the branch level.
19. If there is a charge for hold requests, it must be possible to display a library-customizable message, advising the patron of the cost.
20. The ILS must support the ability to either permit or disallow hold requests on titles that have no items attached, or which belong to an exempt branch according to library policy.
21. If requests are not allowed because no items are attached, the ILS must display a message to alert the staff member.
22. The ILS must support the ability to set a different policy for the PAC and staff client.
23. The ILS must support the ability to automatically change the due date of circulated items if the number of hold requests exceeds the number of available copies by a library-determined amount.
24. The ILS must support the ability to either stop a check out or permit check out if the item will fill a hold for another patron.
25. The ILS must support the ability to allow or disallow requests for items that have specific statuses, as determined by the library.
26. If requests are not allowed on items, the ILS must display an appropriate message when the request is placed.
27. The ILS must support the ability to allow staff, with the privilege, to override any restrictions to place a hold.
28. The ILS must support the ability for staff to quickly transfer hold requests from one title to another.

29. The ILS must support the ability for a staff member with sufficient privilege to adjust the order of requests in a queue at any time.
30. Staff must be able to place holds and recalls from the staff client of the ILS without accessing the public catalog. (Processing of holds must reside on the ILS server, not the PAC server.)
31. The ILS must support the ability for each branch to determine what other libraries it cooperates with to fill routed requests.
32. The ILS must support the ability to establish the order in which requests will be routed.
33. The ILS must support the ability to randomize routing to prevent burdening any specific branch.
34. The ILS must support the ability for staff with sufficient permission to manually fill a request at any time with an item in hand that is appropriate to the request, rather than wait for the system to identify and hold an item.
35. The ILS must support the ability to restrict specific items or material types from filling hold requests.
36. The ILS must support the ability to allow specific items or material types to fill requests only from specific libraries.
37. The ILS must support the ability to prevent items with certain statuses (such as Lost or Withdrawn) from filling holds.
38. The ILS must support the ability for each library to determine which statuses to prohibit.
39. The ILS must support the ability for each library receiving a request to deny the request.
40. The ILS must support the ability for the library to add a reason why the request could not be filled.
41. Denying a request will automatically route the request to the next library.
42. The ILS must produce a printed pick list of requests to be filled.
43. The ILS must support the ability for staff to view and respond to routed requests on line in real time.
44. The ILS must support the ability to change the sort order of the displayed or printed list to suit the library's needs.
45. The ILS must generate a notice to the patron when an item is held.
46. The ILS must generate a notice to the patron if a request is cancelled or cannot be filled.
47. The ILS must print a slip when the item is trapped for the request
48. The ILS must support the ability to customize the content of a hold slip.
49. The ILS must support the ability to print a "call slip" with additional contact information, to be placed with the book for libraries that call patrons individually.
50. The ILS must support the ability to print a "pick-up slip" with extra large print for libraries that set held items out for patron self-pickup.
51. The pick-up slip must preserve patron privacy.
52. The pick-up slip must be printable as a slip to be inserted in the item or a wrapper for the outside.
53. The ILS must display and print a list of items not picked up and needing to be returned to circulation. (Referred to as Unclaimed requests.)
54. The ILS must support the ability to change the sort of the displayed and printed list of unclaimed items.
55. The ILS must support the ability to automatically delete all cancelled, unfilled or expired requests after a library specified period of time.

56. The ILS must support the ability to search for hold requests by:

- a. Author
- b. Title
- c. Requestor (patron)
- d. Pickup location
- e. Date placed
- f. Pickup date (Unclaim date)
- g. Expiration date
- h. Request status

57. The ILS must support the ability to link to all records associated with a hold request in one step (patron record, bibliographic record, item record).

58. The ILS must support the ability to link from any bibliographic, item or patron record back to the hold in one step.

59. The ILS must support the ability to view all active hold requests attached to a bibliographic record at any time.

60. The ILS must support the ability to view all active hold requests for a patron at any time.

61. The ILS must support the ability to route a local hold request out to OCLC for ILL.

Self-check

1. The ILS must be able to interface with a self-checkout machine from 3M (or other vendor) that allows borrowers to check out their own materials.

Vendor to highlight, what other circulation strengths it feels its product has for the Library.

III. Cataloging Requirements

The Library considers that all ILS vendors provide full MARC21 support, authority control and import/export functionality. Following is a list of specific cataloging features desired by the Library.

General

1. The ILS must incorporate MARC21 validation tables to verify a high quality and consistency of cataloging input. These tables must be applied to both imported and manually created records.

2. The cataloger must have the ability to indicate that a bibliographic and/or item record not be available for retrieval in the PAC.

3. The ILS must allow cut, copy and paste commands for MARC record editing.

4. The ILS must support varieties of import template capabilities, including item level information mappings.

5. The ILS must combine and overlay records from bibliographic utilities, using library defined match points and allow manual record merging.

6. The ILS must supply templates containing required and recommended bibliographic fields. These templates must be modifiable by Library staff.

7. The ILS must support the ability to create many items for the same bibliographic record and to distribute those items across different branches, all in one operation.

8. The ILS must support the ability to link from an open item directly to all other items linked to the same bibliographic record.
9. The ILS must accommodate default templates that are user-specific for a given cataloging session.
10. The ILS must support the ability to bulk change bibliographic and item records and make global updates of records.
11. The ILS must support both the 10-digit and 13-digit ISBN standard for searching for bibliographic records and in the duplicate detection process.
12. The ILS must provide macros for repetitive data entry tasks and the option for operators to create custom macros.
13. The ILS must include ALA/MARC21 character set fonts.
14. The ILS must support UNICODE.
15. The ILS must accept, store, retrieve, print, and display diacritical marks.
16. The ILS must support the ability for Library staff to export all or part of the bibliographic database in full MARC21 format without vendor intervention.
17. The ILS must support retention of deleted records (authority, bibliographic, item) at the library's discretion.
18. The ILS must support ready access to SQL query tools for the cataloger to (optionally) use in searching. This tool must allow for bulk search/replace edits of records.
19. The ILS must support search and limitation features on any data element within any cataloging record.
20. The ILS must show statistical usage details on the bibliographic and item records.
21. The ILS must show a preview version of the bibliographic record as it will appear in the PAC, including active urls.
22. The ILS must provide a URL checking utility.
23. Must have cleanup utilities that allow batch deletes of items being withdrawn, must warn when the last item is being delete and allow a bib delete if so chosen.
24. The ILS must allow the transfer of selected item records from one Bib record to another.
25. The ILS must be able to display/have open multiple MARC records at once, as well as MARC and item records at once.
26. The ILS system should allow for a search based on tag# and contents and global edit of tag# and contents.
27. The ILS system should have the ability to create lists of records based on specific search criteria that can be globally edited/alterd. This list should be able to be saved for future work until released by the cataloger.

Z39.50

1. The ILS must include a Z39.50 version 3 compliant catalog without additional charge.
2. The ILS must support the ability to search a remote Z39.50 database from the Staff client, edit the record as required, and save it to the database without invoking a separate record import function.
3. The ILS must allow Z39.50 version 3 searches of multiple databases simultaneously for a single search.

Authority Control

1. The ILS must support the ability for authorized staff to copy existing authority records from selected Z39.50 sites directly into the system.
2. The ILS must accommodate:
 - a. personal, corporate and topical name headings in a name authority file
 - b. title, uniform title and series entries in a title index
 - c. subject headings in a subject authority file.
3. The ILS must support the ability to match LC or other national standard authority records against the local file.
4. The ILS must support the ability for automatic matching to remote authority records.
5. Automatic global editing headings with authority records are changed including indicators.
6. The ILS must comply with the Z39.50 ANSI standard.
7. The ILS must generate, or allow creation/importation of SEE and SEE ALSO references from authority records to direct online catalog users to other headings as follows:
 - a. see references (aeroplanes to airplanes)
 - b. narrower terms (automobiles to sports cars)
 - c. broader terms (automobiles to motor vehicles)
 - d. related terms (airplanes to flying machines)
8. The ILS must allow the merging and overlay of authority records.

Label Printing

1. The ILS must support the ability to produce spine labels individually on demand or batch run, on standard (non-proprietary) printers.
2. The ILS must support printing of labels to single sheets or to continuous form feed Stock.
3. The ILS must support labels to be printed as they are generated or print all labels generated in a single operation.

Vendor to highlight other cataloging strengths it feels its product has for the Library.

IV. Public Access Catalog Requirements

Public Access Catalog (PAC) refers to an integrated subsystem that allows patrons to search and browse the bibliographic database according to library specified parameters.

General

1. The PAC must be web accessible and support:
 - a. Internet Explorer 6.0+
 - b. Netscape Navigator 7.0+
 - c. Mozilla Firefox 1.0+
 - d. Opera 8.02+
 - e. Safari 1.2+
 - f. PDA small screen formats, such as (but not limited to) Blackberry, iPhone, and PALM.
2. Library locations must be able to customize their PACs, even if the ILS is running on a single Web server.
3. The PAC must be fully compliant with MARC21 and Z39.50 standards.
4. Pre-designed PAC screen themes must be readily available to easily reconfigure the look of PAC screens.
5. The PAC must offer the ability to toggle between regular print and large print.
6. The ILS must support the ability for the library to produce custom lists and present them on specific pages of the PAC.
7. The ILS must offer web-based PAC that doesn't rely on Pop-up windows to display search results..
8. The ILS must supply a PAC that will authenticate remote patrons who use the Web to access online resources.
9. The ILS must support the ability for the library to customize the PAC display of data, labels, and order of data elements.
10. The ILS must support the ability for different branches to customize their PACs differently.
11. The ILS must support NCIP for resource sharing and self-service integration with various third party vendors and regional systems.
12. The PAC must work with AquaBrowser, and/or other federated/extensible searching tools.

Searching

1. The PAC must be able to search any Z39.50 compliant database or server. Please detail any costs here to develop/integrate particular targets, if applicable.
2. The ILS must support the ability for item level detail availability to display in the PAC without leaving the results set.
3. The PAC must offer an online automatic Spell Checker.
4. The PAC must offer a "did you mean" feature.
5. The PAC must save previous searches done during a single session.
6. The PAC must support the ability for patrons to save searches.

7. Saved searches must:
 - a. be able to be modified and reinitiated
 - b. be able to provide automated updates of what is new since the last search and provide alerts of these new materials to patrons.
8. The PAC must support the ability for searches to be qualified by type of material as defined by the Z39.89 standard.
9. The PAC must provide search result relevancy ranking.
10. The PAC must offer a compressed holdings statement that allows the patron to see quickly whether the library owns the particular item.
11. The PAC must support the ability to print (or export to e-mail or save to disk) a bibliography in several formats: (Please indicate which of the following are supported.)
 - a. brief bibliographic display
 - b. full bibliographic display
 - c. American Psychological Association (APA)
 - d. Chicago Manual of Style
 - e. HTML
 - f. MARC
 - g. other (specify)
12. The ILS must support the ability for the library to determine PAC default search settings.
13. Browse title search results must show a summary view with different physical formats (how many books, how many DVDs, etc. for a title)
14. The patron must have ready access to related subjects, authors, publishers, years, etc. for the purpose of navigating related information or faceting their search.

Self-Service

1. The PAC must allow authenticated patrons to:
 - a. change their password
 - b. submit requested address changes for review and acceptance by staff
 - c. review their items out, on-hold items and outstanding fines/fees
 - d. place and cancel holds
2. The ILS must support the ability for the library to offer online credit card or Paypal payments.

Vendor to highlight other public access catalog strengths it feels its product has for the Library.

V. Acquisitions Requirements

General

1. The ILS must provide a fully functional, integrated acquisitions subsystem that automatically manages encumbrances, disencumbrances, and expenditures in multiple library-defined accounts based on acquisitions activities including, but not limited to, selecting, ordering, receiving, claiming, cancelling, invoicing and reporting.
2. The ILS must maintain a complete audit trail for fund allocations and adjustments by staff members.
3. All accounting activities must take place in real-time.
4. The ILS must support the ability to move between acquisitions, serials, cataloging, and circulation subsystems without having to log in to each subsystem.
5. The ILS must provide support for different order types, including firm orders, subscriptions, continuations, donations, depository agreements, and gifts.
6. Data stored and displayed in the acquisitions file must include but not be limited to:
 - a. bibliographic information
 - b. acquisitions type (firm, gift, blanket...)
 - c. status information (on order, cancelled, received...)
 - d. library/copy/fund information
 - e. invoice information
 - f. vendor information
 - g. vendor report information
 - h. accounting information
 - i. requestor information
 - j. instructions to vendor
 - k. internal processing instructions and notes
 - l. public notes
7. Acquisitions records must be accessible online through at least the following access points:
 - a. purchase order number
 - b. title/ title keyword
 - c. author
 - d. Library of Congress card number
 - e. ISSN/ISBN
 - f. bib number
 - g. vendor
8. The ILS must support the ability to pay for multiple serials formats independently, even if they are on the same purchase order, for the same title as independent pieces.
9. The ILS should have a Purchase Request Feature that allows library staff to track “wish list” materials for future purchase.
10. The library may define an unlimited number of statistical categories to be assigned to Purchase Requests.

11. The library must be able to assign a status to a Purchase Request (Requested, Selected, Rejected, Ordered, Received).
12. A Purchase Request should contain, but not be limited to, the following information:
 - a. Title
 - b. Author
 - c. Year of Publication
 - d. Media Type
 - e. Publisher
 - f. Requestor / Requesting Library
 - g. Bibliographic Record number
 - h. Purchase Request category
 - i. Purchase Request Status
 - j. User defined note fields
 - k. ISBN/ISSN
 - l. Price
 - m. Creation date
13. The ILS must support the ability to search for Purchase Requests by, but not limited to, the following access points:
 - a. Title keyword
 - b. Author
 - c. Purchase Request category
 - d. Other fields defined by the library (user-defined fields)
 - e. Bibliographic record number
 - f. Publisher
 - g. Purchase Request status
14. The ILS must support import of bibliographic information from the catalog or an external source into a Purchase Request.
15. The ILS must allow staff with sufficient privilege to create and/or edit a Purchase Request at any time without vendor interference.
16. The ILS must allow an approved Purchase Request to be copied to a purchase order.
17. The ILS must allow staff with sufficient privilege to delete a Purchase Request.
18. The ILS must allow staff with sufficient privilege to delete a Purchase Request category.
19. The ILS must support the ability for patrons to place Purchase Requests from the PAC.
20. The ILS must support the ability for a library to allow or disallow requests from the PAC.
21. The ILS must allow the library to create the text of the Purchase Request form accessed from the PAC.

Fund Accounting

1. The ILS must have the ability to support multiple overlapping fiscal periods in its fund accounting structure.
2. The ILS must be capable of producing fund summary reports that include fund allocations, amount encumbered and expended, and remaining percentage free for a given fiscal year.
3. The audit trail must track date, time and user who made manual adjustments to the fund.
4. The ILS must support the ability to adjust the amount encumbered and expended in a fund.
5. The ILS must support the ability to transfer monies between funds.
6. The ILS must support the ability to create, manipulate, and order/receive in multiple fiscal years.
7. Fund file records must include amount budgeted, amount encumbered, amount expended, fund limits, uncommitted balance and total fund balance.
8. The ILS must support the ability to roll over funds at the end of the fiscal year, including options to roll over only encumbrances, add in new allocations, retain or purge orders and other features related to end-of-year fiscal transactions.

Acquiring and Processing Materials

1. The Library must be able to pre-define URL links to web-based selection tools to support automatic launching from the acquisition client.
2. The ILS must allow staff to download titles from selected Z39.50 sites directly into selection lists, purchase orders and invoices.
3. The ILS must support electronic submission of orders including but not limited to legal information publishers and general online book sellers
4. The ILS must support Open URL from web-based selection vendors to the library's public access catalog.
5. The ILS must permit the recording of holds against titles on order and in process.
6. The ILS must support the ability to determine the format (e.g., DVD, CD) when manually adding titles to an order for the purpose of ordering materials.
7. The ILS must automatically transfer holds placed on on-order items to full MARC records when they are cataloged.
8. The ILS must support receive and un-receive functions and the ability to change the status of orders and individual items.
9. Full electronic invoicing, including automatic generation of vendor invoices in the ILS database, must be available.
10. The ILS must allow the operator to receive and invoice in one step.
11. The ILS must support the ability to place orders using overspent funds.
12. The ILS must support invoices where links to the MARC database or vendor records are not required.
13. The ILS must enable an authorized user to cancel line items, reverse fund encumbrances allow hold requests to be transferred or deleted as needed. ILS must allow the deletion of statements with no fund activity attached (i.e. if one was entered in error).
14. The ILS must support the ability to set up automatic patron notification when an on-order title is cancelled.

15. The ILS must show circulation use statistics, as an indication of how heavily the title is being used in-house, circulated, or requested, to aid in collection development. This should include date of last CKO, date of last in-house use, etc.
16. The ILS must support the ability to split funds per order record.
17. The ILS must support the ability to receive items not ordered via the acquisitions subsystem.
18. The ILS must support the ability to receive and pay for incomplete orders.
19. The ILS must support the ability to accept invoices, prepayments, and credit memos for non-electronic orders.
20. The ILS must support the ability, when paying, to edit amounts and funds, which automatically adjust encumbrances at payment.
21. The ILS must support the ability to suppress on-order items and on-order bibliographic records from display in the PAC.
22. The ILS must support the ability to detect duplicate orders and provide an alert of duplication at the time the order is created.
23. The ILS must support the ability to create and activate new vendor accounts without ILS vendor intervention.
24. The ILS must provide an acquisition status report that includes appropriates, encumbrances, expenditures, and funds available (purchasing power).
25. The ILS must allow the importation of grid orders from vendor websites with full fund interaction as well as MARC import at the same time.

Vendor to highlight other acquisitions strengths it feels its product has for the Library.

VI. Serials Control Requirements

General

1. The ILS must include the following serials control capabilities:

- a. Holdings and Publication Pattern Maintenance
- b. Check-in
- c. Claiming (including email and print claim notices)
- d. Routing
- e. Summary holdings, by copy
- f. Subscription Maintenance (including payments)

2. The ILS must support the ability to accommodate all type of serials, including:

(Note: Many legal titles have multiple types of serials as part of the same subscription. A title that has supplements, indices, tables, replaced volumes, etc. needs to have the capability of having all of those serials types managed on the same copy record.)

- a. periodicals
- b. continuations
- c. law reports
- d. newspapers
- e. annuals
- f. governmental
- g. memoirs
- h. proceedings
- i. transactions
- j. supplements
- k. indexes
- l. loose-leaf material
- m. replacement volumes and volume "splits."
- n. CD-ROM, online, and other electronic formats

3. For serials and continuations, the ILS must store data pertaining to:

- a. subscription dates (start, expiration)
- b. source
- c. frequency
- d. subscription price
- e. fund
- f. location information
- g. claiming information
- h. prediction information

- i. date of payment
- j. holdings
- k. routing information
- l. note fields
- m. active or non-active indicator

Holdings & Publication Pattern Maintenance

1. The ILS must support the ability to generate prediction patterns for determining when the next expected issue of a serial is scheduled to arrive.
2. The ILS must support regular, normalized irregular and totally irregular prediction patterns.
3. The ILS must support the ability to predict the issue chronology and enumeration based upon a pattern entered in the control record by the operator.
4. The ILS must support the ability to review a pattern's expected issues prior to generating them in the system.
5. The ILS must support the ability to record staff and public notes at the holdings record, pattern record, and issue level.
6. The ILS must allow a publication pattern to be closed and re-opened and support the ability to enter special issues that arrive unexpectedly.
7. The ILS must support the ability to enter a unit price per issue in the holdings record. This price is automatically copied to the item and can be modified at check-in.
8. The ILS must support the ability to save patterns as templates for future use.

Check-In

1. With each check-in, the ILS must automatically record the issue enumeration and/or chronology, date received, notes, update public summary of holdings display, and claim any copies expected and not received
2. The ILS must support the ability for branch specific check-in.
3. The ILS must support the ability for check-in to be performed by scanning the SICI and the UPC unless this is the same.
4. The ILS must support the ability to record name/initials of user when item is checked in.
5. When checking in an issue, if the received issue is not the expected issue, but does conform to the predicting pattern, the ILS must allow the user to override the predicted number.
6. The ILS must support the ability to combine issues that arrive unexpectedly as a combined issue.
7. The ILS must support the ability to undo check-in of issues checked in by mistake, and remove all connections related to that check-in thereby freeing the barcode for use in the correct record.
8. The ILS must support the option to print labels for each issue received as needed, individually and in batch.
9. The ILS must support the ability to print routing slips at serials check-in, individually and in batch.
10. The ILS must support the ability to view and edit serials holdings statements, summary holdings, missing volumes, etc. during routine check-in process.
11. The ILS must provide a secondary search criterion of "active serial titles only" for staff performing serials check-in.

12. The ILS must support the ability to temporarily mask display of received issues to facilitate check-in of expected/claimed issues.

PAC Display of Serials

1. The ILS must support the ability to suppress all issues linked to a particular Holdings Record from displaying in PAC. This must be possible on specific copy/subscriptions and on a serials type (loose-leaf, continuation, supplement. Et.al.) basis.
2. Retention information (e.g. last six issues retained) and concise holdings statement must display in PAC.
3. The ILS must support the ability to automatically summarize individual issue holdings into a consolidated statement of holdings.
4. The ILS must support the ability for the library to control the number of issues displayed in the PAC, e.g. latest 1 year of a regular monthly publication should only display the most current 12 issues. This data must be editable by library staff.
5. The ILS must support the ability to display serial issues in a compressed format.
6. The ILS must support the ability for the user to expand the compressed holdings in an itemized display.

Subscription Maintenance

1. The ILS must be able to manage subscriptions (renewals, cancellations).
2. The ILS must support the ability to cancel a single serial subscription title where multiple copies are being received without disabling the ability to continue receipt of remaining subscriptions.
3. The ILS must support the ability to view a subscription list, where all subscriptions eligible to be renewed display.
4. The ILS must support the ability to cancel and reopen a subscription.
5. The ILS must support the ability to optionally generate a purchase order at subscription renewal.

Claiming

1. The ILS must allow automatic (unmediated) claiming or mediated claiming based on both time and gap in holdings..
2. Claim notices must be available in print and electronic formats.
3. Claim data must include:
 - a. supplier data
 - b. subscription ID
 - c. claim response
 - d. claim reason
 - e. notes
 - f. claim (transaction) history
4. When a claimed issue is checked-in, the claim history must reflect this.
5. The ILS must support the ability to enter claim data for subscriptions.
6. The ILS must support the ability for the user to claim issues from a list of pending claims.

Routing

1. The ILS must allow a routing list to be maintained for each copy of a title to be received.
2. Route lists can support routing of all issues of a serial or of a single issue.
3. Automatic prompts for routing are available at Check-In.
4. The ILS must support route slips in two print output formats: Receipt printer width, or 8.5x11

Vendor to highlight what other serials control strengths it feels its product has for the Library.

VII. Telephone Notification Requirements (Optional Purchase)

Outbound. (Notification)

1. The ILS must provide an automated method to alert patrons to available holds and/or overdue items via telephone.
2. The telephone notification system must support the ability for the Library to optionally choose to use the vendor's pre-recorded messages or create their own, with no additional cost.
3. The telephone notification system must provide scheduling options:
 - a. To specify days and dates not to call.
 - b. To specify times during the day not to call.
4. The telephone notification system must support an option to allow or disallow long distance calls.
5. The telephone notification system must support the ability to limit calling by area code
6. The telephone notification system must provide an option to determine the number of attempts (re-tries) in case of busy signal or no answer.
7. The telephone notification system must support the ability to specify how long to wait between re-tries.
8. The telephone notification system must automatically direct the notice to print if the call can not be completed.
9. It must be possible to send any notice type (overdue, hold, etc.) by phone.
10. It must be possible to determine which notices are to be sent by phone, including which specific overdue notice (1st, 2nd, etc)
11. The telephone notification system must support the ability to detect the presence of an answering machine.
12. The telephone notification system must support the ability to detect and cancel a call for each of the following: Disconnect tone; silence; hang up.

Inbound

1. The telephone notification system must provide an "inbound" option whereby patrons can access their account information.
2. The telephone notification system must support a text-to-speech capability allowing the library to determine the messages to the patron.
3. The telephone notification system must support the ability for the library to modify and correct the automated voice in case of mispronunciation.
4. The telephone notification system must support the ability for the library to modify the text of all messages.
5. The telephone notification system must support multiple languages, including, at a minimum, Spanish.
6. The telephone notification system must play an introductory message explaining the options that can be modified by the library.
7. The telephone notification system must support the ability for the library to set a time out in case of no caller response.
8. The telephone notification system must require a patron ID.
9. The telephone notification system must require the caller to enter a password. This should be optional.

10. The telephone notification system must support the ability for the patron to access the following account information:
 - a. A list of items out (must include author, title, material type, check-out branch).
 - b. A list of overdue items (must include author, title, material type, check-out branch)
 - c. A list of all hold requests.
 - d. A list of all held items.
 - e. A statement of all fines and fees.
11. The library must be able to determine which of these options will be available to the patron.
12. The telephone notification system must read back title information, not just the number of items out, held, etc.
13. The telephone notification system must support the ability to renew items.
14. The telephone notification system must support the ability to renew single items or renew all items.
15. The telephone notification system must support the ability to set blocking conditions for renewal that may be different from those that would block an in-library renewal.
16. The telephone notification system must support the ability to block renewal of overdue items.
17. The telephone notification system must support the ability to identify phone renewals separately for reporting purposes.
18. The telephone notification system must support the ability to alert the caller if his/her registration is about to expire.
19. The telephone notification system must offer an option to record additional special announcements.
20. The telephone notification system must allow the patron to dial "0" to get speak to a staff member.
21. The telephone notification system, as installed, must be capable of upgrading to more than one telephone line for expansion.
22. The vendor must certify that it will work with the iTiva product.

Vendor to highlight other telephone notification strengths it feels its product has for the Library.

VIII. Self Check Requirements (Optional Purchase)

The Library may in the future install self-check stations for patrons. The Library therefore desires an optional interface to this equipment.

1. The self-check station must support the ability for the patron to scan their own patron card and items.
2. The self-check station must support credit card payments
3. The self-check station must support a touch screen.
4. The self-check station must support a receipt printer.
 - a. A custom note can be added to the receipt.
 - b. It must be possible to print one receipt per item (optionally)
5. The self-check station must communicate with the vendor's ILS via SIP2 or NCIP.
6. The screen display must display each successful check-out
7. The display must optionally display items that could not be checked out, indicating that the check-out was not successful (or display of items that could not be checked out may be suppressed).
8. The self-check station must allow the patron to view detailed account information.
 - a. The ability to do so must be optional and configured by workstation.
 - b. A password must be required to access a patron account.
 - c. Account information must include all current charges, a list of all items out, a list of all open hold and ILL requests, and a summary of library registration information, such as expiration date, registered branch, etc.
9. The self-check station must support the ability for staff to override a patron password to help a patron enter his/her account. The ability to do this must be optional.
10. The self-check station must permit patrons to renew items without the need to have the items in hand.
11. The self-check station must allow the patron to view, suspend or cancel hold requests.
12. The self-check station must warn patrons before their account expires and allow them to renew their registration. The ability to warn of expiration and the ability to renew must be optional.
13. The design of the self-check station can be modified by the library
 - a. The library can add custom graphics to the display
 - b. The library can customize the text of screen displays and messages
14. The self-check station must support multiple languages
15. The self-check station must support on-line help
 - a. The library can customize the online help.
 - b. The Help option can show a video as well as display text.
16. The self-check station must support the ability to block or permit checkout for library-specified conditions
 - a. It must be possible to block a patron for a specified amount of fines owed.
 - b. It must be possible to block a patron for a specified number of lost items.
 - c. It must be possible to block patrons of a specified patron type.
 - d. It must be possible to block patrons based on library defined- blocks.

e. It must be possible to block patrons based both on their total item limits and item limits by material type.

17. The self-check station must support the ability to block items or permit circulation under specified conditions:

- a. It must be possible to block a specific individual item
- b. It must be possible to block or permit overdue items
- c. If permitted, it should be possible to charge or automatically waive or charge the fine.
- d. It must be possible to block or permit items with specified statuses (such as Lost, Withdrawn)
- e. It must be possible to block or permit items from another library.
- f. It must be possible to block or permit items if they fill a hold request.
- g. It must be possible to block or permit items with specific library- defined blocks (such as non-circulating item).
- h. It must be possible to block or permit items that are checked out to another patron (updating the other patron record as necessary)

Vendor to highlight other self-check strengths it feels its product has for the Library.

IX. Web-Based Reporting Requirements (Optional Purchase)

1. The ILS must offer a separate reporting function that has a web-based graphical user interface.
2. This web-based reporting function must allow user (based on a security level) to:
 - a. create custom reports
 - b. generate report output files in a variety of file formats
 - c. save custom report parameters
 - d. schedule saved reports
 - e. schedule saved reports in groups
 - f. execute saved reports
 - g. execute saved reports in groups
 - h. manage saved report parameters
 - i. administer user security and various configuration options
 - j. manage saved report output files
3. The report system must allow reports of invoices based on invoice and funds used, for parent funds as well as in-depth level funds.

Vendor to highlight other Web-Based Reporting strengths it feels its product has for the Library.

X. Inventory Manager Requirements (Optional Purchase)

1. The ILS must provide an inventory utility that can be used on a notepad or similar device.
2. The inventory utility must:
 - a. download call number ranges of the library's collection for easy shelf comparison
 - b. scan barcodes on shelves or view list of items on shelves
 - c. work in offline mode when out of wireless range
 - d. be able to be used as a collection weeding tool
 - e. alert for items out of place or unaccounted for
 - f. run reports to identify exceptions or out of place items
 - g. use the Motion Tablet as an XP workstation when not in use for inventory
 - h. the ability to integrate with our RFID vendor for inventory is highly desirable.

Vendor to highlight other Inventory Manager strengths it feels its product has for the Library.

XI. Customer Support Requirements

1. State the customer support hours of operation and describe emergency procedures if the Library system goes down after hours of support and on holidays. (Attach separate pages if necessary)
2. The vendor must perform preventative maintenance with daily scans of the Library's servers as part of maintenance. Please describe and indicate if this is included in the basic maintenance or costs extra.
3. The vendor must provide an extranet for customers as part of maintenance.
4. The vendor will track all bug or hotline incidents reported by the Library. The Library will be able to view all incidents (including open and closed) via the vendor's extranet.
5. For the last two ILS server upgrades, what has been the average downtime to complete the upgrade? (based on a comparable site to ours)

Version number:

Version number:

Date Released:

Date released:

of Hours to Upgrade:

of Hours to Upgrade:

6. 100% of the database (data and structure) will be available online to Library customers for purposes of developing custom reports and SQL scripts. If not 100%, please describe extent.
7. The Library staff may search the vendor's knowledge base as a self-service.
8. The full documentation will be available on-line and fully searchable by keyword.
9. The extranet will allow the Library to download customer developed custom reports.
10. The extranet will allow the Library to upload customer developed custom reports to share with other vendor customers.

Vendor to highlight other Customer Support strengths it feels they have for the Library.

XII. Training Requirements

1. The vendor must provide basic training in all functioning subsystems for the independent operation of the system, including regular maintenance and troubleshooting.
2. The vendor will provide user's training for personnel who will manage the system.
3. Training will be planned in accordance with a mutually agreeable schedule between the library and the vendor.
4. Library staff will be trained to manage and operate the system on a daily basis.
5. Training will include the following:
 - a. Project Implementation Visit to cover the implementation process, policy files creation, data migration issues, project planning and staff client system administration.
 - b. Application training to cover PAC, Patron Services, Cataloging, Acquisitions, Serials Control and Workflow.
 - c. System Administration training to cover the System Administration Interface, Polaris ILS database structure and reports, Database maintenance, User management, Client installation and Basic SQL and Report Writing.
 - d. At least one complete printed copy of training manuals and relevant system documentation (user guides, database table structure, system administrator guides, etc.)

Vendor to highlight other Training strengths it feels they have for the Library.

Cost Proposal - Vendor to Provide Costs on the Following:**Hardware**

The vendor is welcome to include optional pricing on other products and services; however the mandatory form must be used. Provide costs and exact specs for a Production Server that will easily manage the 5-year growth projections (the library may or may not purchase a Production Server from the vendor). Include all third-party software for database, client-access, back-up, and a 3-year on-site warranty. Also quote an initial quantity of back-up tapes.

Provide costs and exact specs for a Training Server for training and testing new releases. Include all third-party software for database, client-access and 3-year on-site warranty.

Provide costs and exact specs for PAC server as required.

Software**Required Functionality***Staff Function Requirements:*

- . Circulation (including Inventory and Offline)
- . Cataloging with Authority Control
- . Bibliographic Import
- . Unicode support
- . SIP, ESIP, NCIP support
- . Acquisitions with Fund Accounting
- . Serials Control
- . System Administration
- . Telephone Notification
- . Self-Check Interface
- . Debt Collection Management
- . Web-based Reporting
- . Inventory Manager
- . Off-line Circulation

Public Function Requirements:

- . Web PAC
- . Z39.50 Interface
- . Enhanced Data content for PAC (Syndetic Solutions or The Content Café)

Please provide costs for implementation, training and data migration (to include bibliographic, item, patron and circulation transactions).

Vendor Name: _____

Please list all receipt printers certified to work with the ILS here.

Mandatory Cost Proposal Form

Vendor Name:	System Cost	A n n u a l Maintenance
Software		
Server Software (includes Z39.50 server, system administration)	\$	\$
Client Software Acquisitions w/fund accounting Vendor Interface Protocol (direct searching from a PO) Bibliographic import Cataloging with authority control Serials Control Circulation (with inventory and offline)	\$	\$
Sub-Total – Software & Annual Maintenance	\$	\$
Hardware		
Proposed Production Server & Software Platform	\$	\$
Other Server(s) as required	\$	\$
Shipping Charges (estimated)		
Sub-Total – Hardware & Annual Maintenance	\$	\$
Services		
Data Migration	\$	\$
Installation (includes expenses)	\$	\$
Implementation Services (includes expenses)	\$	\$
Sub-Total – Services & Annual Maintenance	\$	\$
Sub-Total: System Cost	\$	\$
Less Discount	(\$)	
Total: System Cost	\$	\$

Maintenance Costs Over 5 Years

The Library will take on-going maintenance into consideration when evaluating responses. Please note: the Library reserves the right to select the vendor it deems to be in the best interests of the Library, even if that vendor is not the lowest responsible Proposer.

Vendor Name: _____

Initial Cost	Year 1 Maint.	Year 2 Maint.	Year 3 Maint.	Year 4 Maint.	Year 5 Maint.	Grand Total
\$	\$	\$	\$	\$	\$	\$

Vendor Name:	System Cost	Annual Maintenance
Optional Hardware		
Training Server and Database	\$	\$
	\$	\$
	\$	\$
	\$	\$

Vendor Name:	System Cost	Annual Maintenance
Optional Software		
Telephone Notification System – Outbound	\$	\$
Telephone Notification System – Inbound	\$	\$
Self-Check (SIP2 or NCIP) Interface	\$	\$
Debt Collection Management	\$	\$
Web-based Reporting	\$	\$
Inventory Manager	\$	\$