

City of Portsmouth
Portsmouth, New Hampshire
Library Department

REQUEST FOR PROPOSALS

The Portsmouth Public Library is seeking proposals for open source Integrated Library System software and a vendor to manage the migration, ongoing maintenance and hosting of said software. Sealed proposals plainly marked “Integrated Library System Software – RFP 60-17” on the outside of the mailing envelope, addressed to the City of Portsmouth Purchasing Department, 1 Junkins Avenue, Portsmouth, New Hampshire 03801 will be accepted through Thursday, June 15, 2017. A decision is anticipated to be made by Friday, July 14, 2017.

The proposed software solution should integrate with a variety of third-party systems including CASSIE, Overdrive, SIP2, Library Insight, Hoopla, Zinio, Syndetics Solutions, Novelist Select, Marcedit and OCLC. Vendors should have a proven record of providing training, software upgrades, and delivering ongoing support.

All proposals submitted must be valid for at least ninety (90) days from the proposal due date in order to be considered.

Proposal specifications may be obtained from the City’s web site at <http://www.cityofportsmouth.com/finance/purchasing.htm> or by contacting the Purchasing Coordinator at the above address, or by calling the Purchasing Coordinator at 603-610-7227. Addenda to this proposal, if any, including written answers to questions, will be posted on the City of Portsmouth website under the project heading.

The City of Portsmouth reserves the right to reject any or all proposals, to waive technical or legal deficiencies, and to accept any proposal that it may deem to be in the best interest of the City and to negotiate the terms and conditions of any proposal leading to execution of a contract.

The City retains the right to request selected vendors to demonstrate their product. These product demonstrations will be held on City premises.

Questions may be directed to Steve Butzel, Library Director, in writing at skbutzel@cityofportsmouth.com. Questions will be accepted through Thursday, June 1, 2017.

CONTINUE BELOW FOR THE COMPLETE RFP

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Portsmouth, New Hampshire
Portsmouth Public Library

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Purpose/Introduction

Having conducted a scan of the industry and met with a select group of vendors already, the City’s library is seeking proposals for well-tested open source Integrated Library System (ILS) software and a vendor to manage the migration and ongoing maintenance and hosting of said software. The vendor should have demonstrated ability to provide training, software upgrades, and deliver ongoing support.

Scope of Service/Criteria/Requirements

- The ILS software must be open source
- The software solution must include robust modules for all major ILS functions including cataloging, acquisitions, circulation, and serials
- The vendor must provide proven, reliable offsite hosting services
- The software must include proxy services for off-site authentication
- The software solution must include SIP2 capability or other comparable methods for querying the patron database to confirm a cardholder’s validity
- The vendor/software must support the attached system profile
- The software solution must be compatible with current hardware in use
- The software solution must provide offline circulation services
- The software solution must support EDI ordering and invoicing
- The software solution must offer robust statistical reporting features
- The online public access catalog (OPAC) must provide advanced searching options and faceted search refinement options for search results
- The OPAC must come with a responsive web design
- The vendor must provide onsite training prior to migration
- A variety of third-party systems must be able to interact with the ILS, such as: CASSIE, Overdrive, SIP2, Library Insight, Hoopla, Zinio, Syndetics Solutions, Novelist Select, Marcedit (Z39.50, in and out) and OCLC (Z39.50, in and out)
- Mobile access to staff functions is desired

Proposal Requirements

Qualified vendors must provide:

- Cover letter addressing each of the above requirements and outlining a proposed schedule of implementation if selected

- Recommended bandwidth and internet browser requirements for a hosted service
- Information about costs for system migration, installation, annual maintenance & support, annual hosting fees, and any other costs associated with said software and support services, including itemized cost of any items in “Scope of Service/Criteria/Requirements” not included in the standard software
- Detailed information about system and network security features and guarantees
- Form license agreement
- Three references from public libraries who have migrated to their software from Innovative Interfaces Millennium within the last two years

Selection Criteria

Proposals shall be evaluated based on the following criteria:

- Software and vendor meet the City’s Scope of Work/Criteria/Requirements
- Reputation and financial ability to perform
- References
- Schedule
- Price

Selection Process and Reservation of Rights

The City reserves the right to obtain clarification of any point in a vendor’s proposal or to obtain additional information necessary to properly evaluate a proposal. Failure of a vendor to respond to such a request for additional information or clarification may result in rejection of the vendor’s proposal.

Vendors who submit qualifying proposals may be asked to demonstrate their product. These product demonstrations would be held on City premises.

The vendor must have an established reputation for reliability and quality performance implementing and supporting the proposed software. If vendor is selected to demonstrate its product, it should be prepared to provide a history of the company, including identifying past and pending litigation.

The solvency of vendor is a concern of the City. If requested, vendor must submit an audited financial statement from a nationally recognized accounting firm from the most recent fiscal year. The City is prepared to maintain the confidentiality of the financial statement to the extent permitted by law if requested by the vendor and the statement is clearly marked confidential. Financial statements designated confidential will be returned at the completion of the selection process. Failure to submit such a statement may result in rejection of a proposal.

The City will attempt to negotiate a contract with the highest ranked vendor. If a satisfactory contract cannot be reached, the city may proceed to the next ranked vendor or exercise any of its reserved rights.

The City of Portsmouth reserves the right to reject any or all proposals, to waive technical or legal deficiencies, and to accept any proposal that it may deem to be in the best interest of the City and to negotiate the terms and conditions of any proposal leading to execution of a contract.

Financial Obligation

The City of Portsmouth anticipates appropriating funds for the purchase and maintenance of the ILS. All funds made available for the project shall be at the sole discretion of the City of Portsmouth and subject to annual appropriations. The vendor is expected to stay within a project budget and adjust their work products accordingly.

Miscellaneous Instructions

Addenda to this proposal, if any, including written answers to questions, will be posted on the City of Portsmouth website at <http://www.cityofportsmouth.com/finance/purchasing.htm> under the project heading Library ILS. Addenda and updates will NOT be sent directly to firms. Vendors submitting a proposal should check the web site daily for addenda and updates after the release date. Firms should print out, sign and return addenda with the proposal. Failure to do so may result in disqualification.

Questions may be directed to the Library Director at 603-766-1710 or by email skbutzel@cityofportsmouth.com, through Thursday, June 1, 2017.

Proposals submitted will be maintained confidentially only until the City reaches a contract with a vendor or the City cancels/rejects all proposals. Thereafter, proposals are available for public inspection. In the event that a vendor desires to submit information confidentially, the vendor must seek the City's prior agreement to such submission. The City discourages the submission of confidential information. With the exception of certain financial records and highly technical/trade secret materials, such agreement is generally not forthcoming.

Current System in Use, Statistics and Other Information

The Portsmouth Public Library (PPL) maintains one physical location, but we share a catalog with the following public schools:

- Portsmouth High School
- Portsmouth Middle School
- New Franklin School
- Dondero School
- Little Harbour School

These school libraries take part in reciprocal borrowing and shared cataloging, but are administered by the Portsmouth School Department.

The "consortium" currently runs Innovative Interfaces Millennium, Release 2014 2.0.2_1, release date November 2015. Our software has been hosted since December 2014. PPL currently uses the WebPAC catalog, but also provided Innovative's discovery product Encore from March 2009 to August 2014.

Staff functions such as circulation, offline circulation, cataloging, inventory, and system reports are key management functions for PPL and the participating libraries. Each library is responsible for their own

cataloging of materials, collection maintenance, patron maintenance, and electronic resources acquisitions.

System profile, January 2017

- Total patron records: 22,124
- Total bibliographic records: 234,527
- Total item records: 234,627
- Serial check-in records: 1432
- Total authority records: 28,293
- Location codes (“branches”): 261
- Fund codes: 257
- Vendor codes: 350

- Staff workstations: 28
- OPAC stations: 13
- Self-check stations: 3

Statistics, FY2016

- Checkouts: 413,734
- Total checkouts, renewals, and returns: 627,356
- Hold notices sent: 24,998
- Courtesy notices sent: 190,987
- Interlibrary loans sent to other libraries: 3796
- Interlibrary loans received by PPL patrons: 1760

Hardware in use

- Scanners
 - Honeywell Fusion MS3780
 - Motorola DS4208
 - Honeywell Orbit MS7120

- Label Printers
 - Zebra GK420t

- Receipt printers
 - Star TSP650
 - TSP650II
 - TSP600