

**RESPONSE TO EMAIL INQUIRIES RECEIVED BY  
4 P.M. ET, 16 DECEMBER 2014**

**RFP #1437VF Buffalo & Erie County Public Library:**

**REQUEST FOR PROPOSAL for a NEXT-GENERATION INTEGRATED LIBRARY SYSTEM ("NGS")  
AND RELATED SERVICES for BUFFALO & ERIE COUNTY PUBLIC LIBRARY (B&ECPL)**

From RFP 1.8.2

Specific questions or requests for explanation/clarification regarding any part of this RFP must be submitted via e-mail to Ms. Kelly Donovan ([donovank@buffalolib.org](mailto:donovank@buffalolib.org)) by 4 p.m. on December 16, 2014. The Library will not respond to questions submitted after 4 p.m. Eastern time on December 16, 2014. The Library will acknowledge receipt of a question via return e-mail. If a prospective proposer does not receive an acknowledgement, he/she should assume the question was not received. All prospective proposers who have obtained a copy of the RFP and supplied e-mail contact information will be sent answers issued by the Library via e-mail.

**INQUIRY 1:**

*It appears to me that Section 6 "NGS Implementation Requirements" is for informational purposes and does not need to be included in our response.*

*Can you please confirm that any question or requirement mentioned in Section 6 will be included/covered in parts 0-5 that we are already supposed to respond to?*

*Is it ok to leave section 6 out of our response and only include parts 0-5 as we were instructed to do in the instructions section?*

• **RESPONSE:**

Please note that Section 6.0 of the RFP states that Section 3.4 of the RFP gives instructions for submission of the Proposer's Plan for Fulfilling Proposal (Part 4 of Proposal) that should address the topics presented in Section 6. As instructed in RFP Section 3.4, in Part 4 of the Proposal, Vendor shall annotate with detailed and explicit narrative information the deviations of Vendor's proposed systems and services from Section 6 Implementation Requirements.

In addition, proposers should provide information as requested in the following specific paragraphs of Section 6, NGS IMPLEMENTATION REQUIREMENTS.

From 6.1.2.1 Software Maintenance and Support

Proposer must specify the base office location of the personnel who would maintain the proposed software.

From 6.1.2.2 Hardware Maintenance and Support

Proposer must describe its maintenance and repair procedures, including warranty periods, preventive maintenance, onsite repair, etc.

From 6.2 DOCUMENTATION

The Proposer is requested by Section 3.4 to provide sample copies of all types of documentation, including training materials and operations manuals.

The Proposer is requested to describe all types of documentation, including training materials and operations manuals, that are available in electronic format and available online or in other format.

From 6.3 TRAINING

The Proposer's proposal must contain an outline of the training to be provided, including the level of skill required of personnel to be trained, training schedule (showing numbers of days and hours), and location of training.

**INQUIRY 2:**

*Is the July 1 start date for implementation of a new system based on the start of a new fiscal year or other constraints?*

• **RESPONSE:**

Implementation is not contingent upon the Library's fiscal cycle.

**INQUIRY 3:**

*Is the library hoping that a new system be installed and live by the end of 2015?*

• **RESPONSE:**

Once a vendor is selected and under contract, the timetable may be adjusted to complete implementation in a timely manner.

**INQUIRY 4:**

*Is it possible that the library will choose to select only a Discovery Service to work with the existing Symphony ILS, or is the library fully expecting to select a new ILS configuration as well?*

• **RESPONSE:**

Each of the systems and services listed in RFP Table 2-0 will be evaluated for possible selection and implementation.

**INQUIRY 5:**

*As a private company, we do not provide financial statements. Would this omission be grounds for rejecting a proposal if we were to submit a proposal?*

**RESPONSE:**

No, however it will impact evaluation score.

**INQUIRY 6:**

*Under section 1.4, within the preferred features of a web portal, “Authentication of Users for Access to Restricted Resources including Web sites,” Does this refer to single-sign-on functionality? Does B&ECPL currently use EZ Proxy or another authentication system?*

- **RESPONSE:**

Single sign-on is desirable. Authentication to restricted resources is currently accomplished by ILS login via SIP2.

**INQUIRY 7:**

*Under section 1.4, within the preferred features of a web portal, can the library expand on the different functionalities that are described in these two bullet points?*

- *Profiles for Personalized Library Services and Content Alerts*

- *Content Alert Service Matching User Profile*

- **RESPONSE:**

The Library desires user profiles that will allow services to users that match their profiles and send alerts to users for the availability of content that matches their profiles.

**INQUIRY 8:**

*Regarding a Discovery Service, is federated and faceted database searching and the aggregated, interfiled results of these services a requirement of the RFP, or just one of many options that a vendor might propose in order to better promote online resources and integrating online resources with the cataloged collections?*

- **RESPONSE:**

As addressed in RFP Section 2.5, the Library would like to provide users with improved capabilities to discover wanted resources through searches of B&ECPL’s databases, OPAC, and State-provided resources. The Library would be interested in capabilities to better promote online resources and integrate online resources with the cataloged collections.