

**REQUEST FOR PROPOSAL**  
**for a**  
**NEXT-GENERATION INTEGRATED LIBRARY**  
**SYSTEM (“NGS”)**  
**AND RELATED SERVICES**  
**for**  
**BUFFALO & ERIE COUNTY PUBLIC**  
**LIBRARY (B&ECPL)**  
**RFP #1437VF**  
**Buffalo & Erie County Public Library**  
**1 Lafayette Square**  
**Buffalo, NY 14203**

Prepared by  
RMG Consultants, Inc. for B&ECPL  
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<i>Date of Issuance:</i>	<i>5 December 2014</i>
<i>Date for Email Inquiries:</i>	<i>4 p.m. ET, 16 December 2014</i>
<i>Deadline for Submission of Intent to Propose:</i>	<i>4 p.m. ET, 22 December 2014</i>
<i>Proposal Due Date and Time:</i>	<i>3 p.m. ET, 13 January 2015</i>

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OF THIS PROPRIETARY REQUEST FOR PROPOSAL**

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**PREFACE**

RMG Consultants, Inc. has provided this proprietary Request for Proposal for a Next-Generation Integrated Library System and Related Services for Buffalo & Erie County Public Library (B&ECPL) for adaption with B&ECPL.

Please note from the Table of Contents how this RFP is organized.

Section 1 of this RFP presents an introduction, overview, and requirements of the RFP and procurement process, and provides information on the legal and administrative requirements of the RFP process.

Section 2 of this RFP provides specifications of configurations of systems and services for which cost proposals are requested. Table 2-0 summarizes configurations of interest. Beginning with Section 2.1, separate sections describe further each of the Configurations listed in Table 2-0, and contain checklists, cost forms, and specific requests for information and questions of Vendors to which Vendors must respond in their proposals.

Section 3 provides instructions to Vendors on the organization, contents, and submission of proposals.

Section 4 addresses re-use of B&ECPL’s existing peripherals with the NGS.

Section 5 addresses requirements for seamless interfaces between the NGS and B&ECPL’s ILS-dependent or related systems and services.

Section 6 addresses B&ECPL’s requirements for implementation of the NGS.

***Please note that the costs of its NGS are of primary concern to B&ECPL: one-time costs, annual costs, and the total cost for 5-years.***

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*The following Appendices have been provided in order to present information about B&ECPL’s SirsiDynix Symphony System and bar codes. References to these Appendices occur throughout this RFP.*

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### NOTICE OF INTENT TO PROPOSE

**B&ECPL requests notification on or before 4 p.m. ET, 22 December 2014**, by completion and return of this non-mandatory form, of intent of Vendor to submit a proposal in response to the Request for Proposal for a Next-Generation Integrated Library System and Related Services. B&ECPL requests this information in order to plan for adequate review of proposals.

Please fill out and return this form as provided below; responses may be returned by fax or email transmission.

- 
- 
- (1) Name of Firm Intending to Submit Proposal: \_\_\_\_\_
  - (2) Name of Contact: \_\_\_\_\_
  - (3) Telephone Number of Contact: \_\_\_\_\_
  - (4) Email Address of Contact: \_\_\_\_\_
  - (5) Signature of Representative of Firm: \_\_\_\_\_
- 
- 

PLEASE RETURN THIS NOTICE TO:

Kelly A. Donovan  
Technology Support  
Buffalo & Erie County Public Library  
Administration – 2nd Floor  
1 Lafayette Square, Buffalo, New York 14203-1887  
FAX: (716)858-6211  
Email: donovank@buffalolib.org

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# 1 ADMINISTRATIVE AND CONTRACTUAL INFORMATION (INTRODUCTION, OVERVIEW, AND REQUIREMENTS OF THE RFP AND PROCUREMENT PROCESS)

## 1.1 RFP PURPOSE

The Buffalo & Erie County Public Library (B&ECPL) hereinafter referred to as Library or B&ECPL, is soliciting proposals for a Next-Generation Integrated Library System (NGS) and Related Services for use by the B&ECPL.

## 1.2 ISSUING OFFICE

This RFP is issued by the Buffalo & Erie County Public Library, which is responsible for the requirements specified in this RFP and for the evaluation of all proposals.

## 1.3 OVERVIEW OF B&ECPL

The Buffalo & Erie County Public Library is a federated System with a total service area population of 919,040. The System supports 37 library locations including a large Central Library, 8 branches located in the City of Buffalo, and 28 additional community libraries. A new bookmobile service is targeted for implementation in 2015. All libraries offer public computer access and free wifi. B&ECPL System provides ILS and related services for all 37 libraries.

**ILS and Technology Initiatives.** B&ECPL migrated from DRA to SirsiDynix Unicorn in 2004 and is currently running SirsiDynix Symphony hosted on in-house production and test servers. The Library is contracted with EnvisionWare for RFID services (34 libraries completely converted and using full RFID functionality, others in process with target completion first quarter 2015), PC Reservation public computer management, and LPT:One print management. The Library has a contract with Bibliotheca for an Automated Materials Handling (AMH) system at a suburban location with implementation also targeted for first quarter 2015. B&ECPL also partners with Unique Management for cardholder collection services.

**Circulation Policies and Procedures.** There is a single standard set of circulation policies that cover all System libraries, which includes fines, fees, check-out periods, borrowing privileges and user profiles. All circulation and user-record policy files are managed by System staff. Residents throughout the County may borrow items from any B&ECPL Library and return items to any B&ECPL Library. Materials are transferred among libraries via a delivery service operated by the System. All download products and services (including

Overdrive, Freegal, EBL, archive.org, and Project Gutenberg) are equally available to cardholders.

**Holds System.** Patron-generated requests are filled from a common System pool and shared among all libraries. A majority of B&ECPL libraries provide self-service Holds pick-up with ILS-generated wrappers.

**Bibliographic Database.** All libraries share the same bibliographic records. B&ECPL System staff members are responsible for setting the cataloging standard and maintaining the integrity of the database. Only System catalogers add or edit bibliographic records. B&ECPL is a full participating member of OCLC and displays its holdings in WorldCat. System catalogers download bibliographic records from WorldCat via Connexion Client and edit to local standards. Records are imported to the local database through ILS reports. Individual library staff members may only add items to previously generated generic records created for that purpose. Circulation staff may also add On-the-Fly records at check-out. The Library has contracted with Marcive for ongoing authority control services.

**Interlibrary Loan.** OCLC's Illiad interlibrary loan software system is used to manage borrowing and lending activities.

**Acquisitions and Serials.** B&ECPL System staff use both the SirsiDynix Acquisitions and Serials Modules. System Technical Services staff use the EDI standard to send orders and receive invoices electronically from materials vendors (including Ingram, Baker & Taylor, and Midwest Tape). Brief MARC records downloaded from vendor websites are embedded with order details and local holdings information in the 9XX field. The Library contracts with WT Cox Information Services for print serials management, and most print magazine issues are checked in centrally by System staff.

**Public Access Catalogs.** All libraries share, as the primary catalog, a heavily customized VuFind interface that is managed by B&ECPL System staff. The SirsiDynix e-Library Catalog is, at the present time, provided as an alternative. The SirsiDynix BookMyne mobile app is available to users with compatible devices.

**Statistical Reports.** The Library makes heavy use of scheduled and on-demand reports using the SirsiDynix Reports Module. The Library maintains 3 seats on the Director's Station portal (only used by authorized System-level staff). In-house IT staff utilizes API to generate customized reports.

**Collection Agency.** The B&ECPL contracts with Unique Management to recover overdue materials and unpaid fines/fees.

**B&ECPL Technological Infrastructure.** The Library's Information Technology (IT) Department provides 24/7 support for all aspects of System technology including the network infrastructure, hardware and software. The 36 community libraries are connected to the Central Library via fiber lines and Internet access is handled via switches at the Central Library to an ISP. All traffic passes through proxies. The library employs proxies that filter content for CIPA compliance. The B&ECPL maintains approximately 1,000 public and 500 staff computers, the vast majority being desktops.

#### 1.4 **WANTED NEXT GENERATION INTEGRATED LIBRARY SYSTEM (NGS)**

Please note that the goal of this procurement is to provide an affordable (cost is very important), full-featured Next-Generation Integrated Library System (NGS) with easy-to-use capabilities for public and staff, including web browser interfaces for all public and staff users.

The system should feature a centralized Web Portal that will be B&ECPL's unifying public access interface and point of access to the variety of online electronic resources that are available in the B&ECPL environment.

The Web Portal would allow users to:

- Search the Online Public Access Catalog and other local B&ECPL electronic resources;
- Connect through the Internet or B&ECPL network to a centralized Web site;
- Connect using HTTP protocols to online resources available on the Web; and
- Create persistent individualized or personalized versions of the user interface.
- The Portal will include capabilities for
  - Personalized Library Services
  - Authentication of Users for Access to Restricted Resources, including Web sites
  - User-Customizable Interfaces to Library Resources
  - Profiles for Personalized Library Services and Content Alerts
  - Content Alert Service Matching User Profile
  - Federated and Faceted Multiple Database Searching, and organization and presentation of aggregated search results
- The NGS must be easy for the Library to administer and operate

## 1.5 INFORMATION DESCRIBING B&ECPL'S SIRSIDYNIX SYMPHONY SYSTEM AND TECHNOLOGY ENVIRONMENT

Appendices 1 through 7 of this RFP show samples of patron and book barcode labels and ID cards, and provide other specifications for B&ECPL's technology environment in which the NGS must operate successfully.

Section 4 of this RFP describes installed PCs and other peripheral equipment and requests Vendors to indicate if these items can be used with proposed systems.

Section 5 identifies requirements for interfaces between the NGS and B&ECPL's current and anticipated ILS-dependent and related systems and services.

Section 6 of this RFP describes requirements for implementation of the NGS.

### **Please Note**

**Please note that cost is a major concern for B&ECPL – costs in both dollars and human resources.**

**Please note that this RFP and B&ECPL's process for evaluating proposals are intended to explore possibilities for both an on-premise server-based NGS and an ILSaaS (ILS as a Service).**

## 1.6 DISCOVERY SERVICE FOR B&ECPL

This RFP is also soliciting proposals for an affordable Discovery Service (DS) for B&ECPL that would search its subscription databases, OPAC, and open content available on the Web.

- B&ECPL has access to 58 electronic databases:
  - B&ECPL subscribes to 47 databases
  - The State Library provides 11 databases
- B&ECPL has e-book holdings from Overdrive and EBL
- B&ECPL does not currently provide e-readers to Customers, but may in the future
- The sources of B&ECPL's catalog records are OCLC and temporary brief vendor records.

B&ECPL's current primary content vendors are:

- Ingram: Printed books, audiobooks, and music CDs
- Baker & Taylor (B&T): Blurays and DVDs
- WT Cox: Print subscriptions
- Overdrive: E-books and e-audiobooks
- EBL: Nonfiction e-books

- Freegal: music downloads
- Other State-provided resources (see Table 2.5-4)

**1.7 PROPOSED TIMETABLE FOR RFP PROCESS AND KEY PROJECT EVENTS**

**Proposals must be received by B&ECPL on or before 3 p.m. ET, 13 January 2015.** Proposals will be treated as confidential until evaluations are completed and the successful Proposer has been recommended.

Following is the anticipated timetable for B&ECPL’s review and evaluation of proposals, selection of proposal, and installation of the system.

***This timetable may be adjusted as necessary throughout the RFP process.***

Selection of Top Proposals:	9-10 February 2015
Interviews (and System demonstrations) with Vendors	March 2015
Vendor Visit	2 – 3 March 2015
Vendor Visit	5 – 6 March 2015
Vendor Visit	9 – 10 March 2015
Selection of Preferred Proposal:	10 April 2015
Install Integrated Library System	July - December 2015

**1.8 GENERAL INSTRUCTIONS TO VENDORS**

1.8.1 To maintain a fair and impartial competitive selection process, B&ECPL must avoid private communication with prospective proposers. Please respect this policy and do not attempt to query B&ECPL personnel about the RFP except as provided herein. Upon release of this RFP, all Vendor communications concerning this acquisition must be directed to the contact person identified below in Section 1.8.2. Unauthorized contact regarding the RFP with other B&ECPL employees may result in disqualification of Proposer. Any oral communications will be considered unofficial and non-binding on B&ECPL, and will not alter or change this RFP. Vendors should rely only on written statements issued by the contact person identified below in Section 1.8.2.

No contact with or visitation to B&ECPL personnel at any location may be made by Vendors' personnel regarding this RFP except through and with the approval of the contact person identified below in Section 1.8.2, and then only by appointment.

- 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.
- 1.8.3 **Vendors who plan to submit proposals in response to this RFP are requested to fill out and return to B&ECPL on or before 4 p.m. ET, 22 December 2014** the accompanying non-mandatory Notice of Intent to Propose.
- 1.8.4 B&ECPL reserves the right to change the proposed timetable or issue amendments to the RFP at any time.
- 1.8.5 The Vendor must certify in writing that for all proposals submitted which are not withdrawn that all Vendor proposal terms, including prices, will remain in effect for a minimum of 120 days following the Proposal Due Date.
- 1.8.6 **On or before 3 p.m. ET, 13 January 2015** please return:
- One (1) electronic copy and twelve (12) printed copies to Buffalo & Erie County Public Library:

Carol Ann Batt  
Deputy Director, COO  
Buffalo & Erie County Public Library  
Administration – 2nd Floor  
1 Lafayette Square, Buffalo, New York 14203-1887

You may submit your electronic copy in MS Word or PDF formats.

**Copies of the Vendor's proposal must be received by the Buffalo & Erie County Public Library by 3 p.m. ET, 13 January 2015**, in a sealed container marked "Proposal for a Next-Generation Integrated Library System and Related Services".

Vendors are responsible for ensuring that proposals are received at B&ECPL by the Due Date and Time. Proposals arriving after the deadline will be returned to their senders unopened.

Proposer assumes the risk of the method of dispatch chosen. B&ECPL assumes no responsibility for delays caused by the U.S. Postal Service or other delivery services. Postmarking by the due date will not substitute for actual proposal receipt. Late proposals will not be accepted.

- 1.8.7 A Vendor may submit more than one proposal, providing each proposal stands alone and independently complies with the instructions, conditions and specifications of the RFP.
- 1.8.8 A Vendor may withdraw a proposal that has been submitted at any time up to the Proposal Due Date and Time. To accomplish this, a written request signed by an authorized representative of the Vendor must be submitted to the contact person identified in Section 1.8.6 above. After withdrawing a previously submitted proposal, the Vendor may submit another proposal at any time up to the Proposal Due Date and Time.
- 1.8.9 All equipment proposed must be new equipment and warranted as new equipment.
- 1.8.10 B&ECPL will not be liable for any errors in Vendors' proposals. Vendors will not be allowed to alter proposal documents after the Proposal Due Date and Time.  
  
B&ECPL reserves the right to make corrections or amendments due to errors in proposals identified by B&ECPL or the Vendor. This type of correction or amendment will only be allowed for such errors as typing, transposition, or any other obvious error. Vendors are liable for all errors or omissions contained in their proposals.
- 1.8.11 Failure of a Vendor to follow the instructions of the RFP may result in rejection of the Vendor's proposal.
- 1.8.12 B&ECPL expressly reserves the right to reject any and all proposals without penalty, to waive all technicalities and irregularities and deviations of proposals from this RFP, and to be the final judge as to which is the best overall proposal, and to award a contract to the Vendor whose proposal it considers to be in the best interest of B&ECPL.
- 1.8.13 B&ECPL reserves the right to award a contract without discussion or negotiation if it is determined that such an award will result in fair and reasonable prices and would be the most advantageous to B&ECPL.
- 1.8.14 The proposal of any Vendor who refuses to enter into a contract after it has been awarded will be rejected.
- 1.8.15 As a result of the selection of a Vendor to supply products and/or services to B&ECPL, B&ECPL is neither endorsing nor suggesting that the Vendor's products or services are the

best or only solutions. The Vendor agrees to make no reference to B&ECPL in any literature, promotional material, brochures, sales presentations or the like without the express written consent of B&ECPL.

- 1.8.16 B&ECPL will treat all proposals as confidential until negotiations are completed and the successful Proposer has been selected. B&ECPL intends to disseminate information to B&ECPL's Evaluation Team, to B&ECPL's consultant and counsel, and to others whom B&ECPL deems in its sole discretion to have an interest in the proposal. In no event shall B&ECPL be liable for any breach of confidentiality. All materials submitted in response to this RFP will become the property of B&ECPL, not to be returned, and will become part of the public record, except for those portions specifically identified (by page and section reference, highlight, blackline, etc.) by the Vendor as exempt from public disclosure under the Freedom of Information Act for reasons cited by the Vendor.
- 1.8.17 All proposals and accompanying documentation and materials submitted in response to this request become the property of B&ECPL. Selection or rejection of a proposal does not affect this right.
- 1.8.18 B&ECPL will hold confidential during the evaluation process the contents of all B&ECPL's working papers and discussions relating to Vendors' proposals.
- 1.8.19 The cost for developing the proposals will be borne by the Vendors. B&ECPL is not liable for any costs incurred by Vendors in the preparation and presentation of proposals, demonstrations, and benchmarks submitted in response to this RFP, or for travel costs for site visits to B&ECPL.
- 1.8.20 B&ECPL may, at its sole discretion, select or reject equipment and/or software proposed by the Vendor. As part of the evaluation process, B&ECPL may find it necessary to evaluate the addition or deletion of hardware or software components of a Vendor's proposal in order to make equivalent comparisons to other proposals.
- 1.8.21 This RFP and the successful Vendor's response, as amended by agreements between B&ECPL and the Vendor, will become part of the contract documents. Additionally, B&ECPL will require that Vendor representations in the proposal with respect to system performance (e.g., response time) be warranted by the contract. Failure of a Vendor to produce results promised in the proposal in demonstrations may result in elimination of the Vendor's proposal.

- 1.8.22 B&ECPL will select as the successful Proposer the Vendor whose proposal B&ECPL determines best meets the needs of B&ECPL, based on the evaluation criteria set forth herein.

The determination of the successful proposal will be based upon information supplied by the Vendor in response to this RFP and upon other information that will be obtained by B&ECPL as it deems necessary. The lowest-cost Proposer may not be determined to be the lowest responsible Proposer when all factors of evaluation of proposals have been considered. However, the total quoted price is an important factor in determination of the selected proposal.

- 1.8.23 The Buffalo & Erie County Public Library will evaluate each proposal in a fair, consistent and objective manner. During the first phase of the process, the B&ECPL intends to evaluate all proposals according to the minimum submission requirements listed in 1.9 and the evaluation criteria listed in 1.10.4. Any proposal not meeting the proscribed minimum qualifications or deemed severely deficient may be eliminated.

- 1.8.24 Proposals not eliminated during this first phase of the evaluation process will be further evaluated. During the second phase, the B&ECPL may submit written questions and requests for clarifications and further information as needed. The Library will require written answers to such questions and requests. Any request for better pricing will be sent to all remaining proposers. The B&ECPL may also conduct site visits to and/or telephone interviews of libraries using systems provided by proposers.

During this second phase of the evaluation process B&ECPL may select two or more proposals and require the respective proposers, at their expense, to visit B&ECPL to make presentations on their systems and proposals, to answer questions posed by B&ECPL, and to enter competitive negotiations with B&ECPL.

B&ECPL intends to complete the second phase of the evaluation process by applying again the evaluation criteria listed in 1.10.4 to all proposals not eliminated during the first phase of the evaluation process.

- 1.8.25 The successful Proposer will be required to travel to the B&ECPL at its own expense, possibly multiple times, to conduct negotiations and planning with B&ECPL.

- 1.8.26 In the event that a contract acceptable to B&ECPL cannot be executed with the top Proposer, B&ECPL may eliminate that Proposer from further consideration and then proceed to conduct negotiations and planning sessions with the Proposer next preferred among

proposers whose proposals have not been eliminated. Such process will be continued until either an acceptable contract is executed or all proposals have been eliminated.

## **1.9 MINIMUM SUBMISSION REQUIREMENTS**

- 1.9.1 In order to be considered for further evaluation, Vendors must meet minimum requirements.
- 1.9.2 Vendor must have provided ILS products and/or related services for a minimum of three (3) years.
- 1.9.3 Vendor must be able to demonstrate successful product implementation and system stability in at least one (1) large urban public library system of comparable size to B&ECPL.

## **1.10 EVALUATION PROCESS**

- 1.10.1 It is planned that the proposals received by B&ECPL will be read, reviewed, and evaluated by a B&ECPL Evaluation Team.
- 1.10.2 The successful proposal will be selected as a result of the fair application of evaluation criteria by the B&ECPL Evaluation Team. The Evaluation Team shall assign a point value for each criterion to each proposal being evaluated; the determination of each point value shall be by consensus.
- 1.10.3 The Evaluation Team shall be chaired by an individual designated by B&ECPL.
- 1.10.4 The following criteria shall be employed in the evaluation of proposals and the decision to award the contract to the successful Vendor.
  - (1) Overall suitability of the Vendor and proposed system to present and future needs of B&ECPL (20 Points)
  - (2) Quoted costs of proposal (11 Points)
  - (3) Vendor's plan and ability for fulfilling proposal (8 Points)
  - (4) Ease of implementation of system by B&ECPL (8 Points)
  - (5) Costs to B&ECPL implied by the proposal (10 Points)
  - (6) Performance in other locations of Vendor and of systems similar to those proposed (8 Points)

- (7) Vendor's overall experience in the library automation industry (4 Points)
- (8) Applications functions and capabilities of proposed software (20 Points)
- (9) Provision, capabilities, and costs of software to load, store, and output in applicable MARC formats bibliographic and authority records, and machine-readable patron, loan, and other records to/from B&ECPL's system (4 Points)
- (10) Significance of deviations of proposal from the requirements described by Sections 1.7, 1.8, and 1.9 of this RFP (4 Points)
- (11) Vendor's hardware and software maintenance services and software support services (8 Points)
- (12) Vendor's proposed training for B&ECPL (4 Points)
- (13) Suitability, performance characteristics, capacity, and growth path of proposed system hardware and system software platforms and telecommunications systems, including the results of applicable benchmark tests and methods and procedures for performing benchmark tests, and warranties of system response-time performance and capacities for data storage, transaction volumes, and simultaneous users (8 Points)
- (14) Vendor's financial stability (4 Points)
- (15) Vendor's company organization and staffing (4 Points)
- (16) Conformance of proposal to instructions for format and contents of proposal, as presented in RFP Section 3 (4 Points)

**Strongly negative findings or judgments on the basis of any one of the above criteria may result in elimination of a given proposal from further consideration.**

1.10.5 The Evaluation Team will assign point values for each criterion to each proposal being evaluated according to the following guidelines:

0 = Proposal is non-responsive or wholly inadequate; this could result in elimination of a given proposal from further consideration.

Highest  
Score = Best proposal(s).

Equal  
Score = Two or more proposals may receive the same score when they are considered equally responsive.

1.10.6 The evaluation process is designed to award the acquisition not necessarily to the Vendor of least cost, but rather to that Vendor with the best combination of attributes based upon the evaluation criteria.

The Evaluation Team will compile the scores, which during the first phase of the evaluation process, as described by 1.8.23, will be used to select two or more proposals for further evaluation during the second phase; and which during the second phase will be the basis for selecting the successful proposal.

Vendor is aware that comparison of Vendors' proposals can be a difficult process due to multiple variables including price, products, references, and recommendations. This process requires subjective assessment by B&ECPL of overall suitability and quality for B&ECPL's purposes. B&ECPL's use of evaluation criteria in no way alters B&ECPL's discretion in selecting a Vendor deemed by B&ECPL to be best suited to meet B&ECPL's need.

1.10.7 Upon approval, the successful proposer will be notified in writing. Proposers not selected will also be notified in writing.

## 1.11 **Negotiations and Contract**

1.11.1 Negotiations for procurement of a system will be conducted by the B&ECPL Negotiating Team that may include representatives from the B&ECPL Evaluation Team, RMG Consultants, Inc., Library Administration and B&ECPL counsel. Appended hereto, as Appendix 8, is the B&ECPL standard professional services contract. Vendors shall all be required to comply with the terms of this contract for services, in addition to terms of this RFP and matters to be developed through this RFP including the following.

- 1.11.2 B&ECPL will formulate benchmark and acceptance testing procedures and system performance warranties with the successful Vendor, and provisions for such will be included in the contract for procurement of its system.
- 1.11.3 Payment for the system and services provided by the successful Vendor will be made upon completion of specific tasks, for which terms and conditions will be included in the contract for procurement of the B&ECPL system. The B&ECPL contract with the successful Vendor will include provisions for monetary penalties for non-performance of the successful Vendor in making scheduled delivery of components of contracted systems and services.
- 1.11.4 Regardless of where located, all equipment and materials, including software, are to be insured under policies carried and paid for by the successful Vendor during the period between signing of the contract and acceptance of the system.
- 1.11.5 Approval of selected Vendor and authority for the Library Director or designee to negotiate a final contract lies with the Buffalo & Erie County Public Library Board of Trustees.
- 1.11.6 The successful Vendor shall be required to provide a performance bond payable to B&ECPL, executed by a surety authorized to do business in New York, in the sum of 100 percent of the contracted price, as it may be increased, said bond to be delivered to B&ECPL at the time contract documents are signed.
- 1.11.7 In addition, the successful Vendor agrees as follows:
- (A) Vendor acknowledges that B&ECPL financial commitment in purchasing and maintaining the system is substantial and that B&ECPL enters into the contract expecting the Vendor will remain in business in the foreseeable future to service and maintain the system and fulfill Vendor's obligations. Accordingly, Vendor represents and warrants that it:
- Has not received any notice or claim from any other party that any portion of the system is being used contrary to or in violation of another party's patent, copyright, trademark, trade secret, license, or other intellectual property interest;
  - Is not now negotiating for the sale or transfer of its business or assets to another entity or company;
  - Has no knowledge or information that, in the foreseeable future, its ability to fulfill its obligations and commitments to B&ECPL will be hindered or jeopardized.
- (B) Upon termination of the contract, Vendor will provide all cooperation and assistance reasonably necessary to assist B&ECPL with the transition to another system.

- (C) In the event any portion of the system must be repaired or replaced due to defects in materials, and provided B&ECPL is current with its payments to Vendor, Vendor shall pay all costs of repair or replacement, including all transportation or shipping costs.
- (D) Vendor represents and warrants that:
- It is familiar with B&ECPL and its current operations and systems;
  - It is familiar with and is satisfied as to all local conditions which may affect cost and/or performance of Vendor's system;
  - All work will be performed in accordance with the standard of care applicable to comparable technological systems and services in the Buffalo metropolitan area.

## 2 CONFIGURATIONS, REQUIREMENTS, COST FORMS, AND QUESTIONS FOR SYSTEMS AND SERVICES

This section specifies alternative configurations of required systems and services described in Table 2-0, for which cost proposals are requested.

Table 2-0 summarizes configurations of interest. Beginning with Section 2.1, separate sections describe further each of the Configurations listed in Table 2-0, and contain checklists, cost forms, and specific requests for information and questions of Vendors to which Vendors must respond in their proposals.

Please note the following explanations and instructions for Section 2:

- Table 2-0 summarizes configurations of interest;
- The Vendor must complete and return a Cost Form (included in each subsequent Configuration section) for each Configuration that is proposed – including alternative configurations;
- The Vendor is encouraged to propose alternative solutions for each Configuration – please include Cost Form for each alternative that is proposed;
- The following sections, beginning with Section 2.1, describe each of the Configurations listed in Table 2-0.
- These following sections contain checklists, cost forms, and specific requests for information and questions of Vendors to which Vendors must respond in their proposals.

**TABLE 2-0**  
**LIST OF CONFIGURATIONS OF SYSTEMS AND SERVICES**  
**(Sections that follow describe each of the Configurations summarized below)**

Configuration #1: On-Premise Next-Generation Integrated Library System for B&ECPL

That would be provided as a total, turnkey Hardware/Software On-Premise Server-Based solution sized for 2020 for  $\geq 3,000$  peak-load concurrent public and staff users at 37 library locations: 750 Staff Licenses, and Unlimited (estimated at  $\geq 5,000$ ) Web Portal and Public Access Users, including  $\geq 2250$  at public workstations in libraries); plus needed services including data migration and training. The hardware servers should be scaled for  $\geq 3,000$  concurrent users (750 staff,  $\geq 2,250$  Public Access Users). Separate hardware servers should be configured for the Database Server (ILS production) and Web Server (OPAC) and any other servers as needed (such as SIP).

*For Configuration #1 please fill out and return Tables 2.1-1 (Applications Software Modules and Key Functionality Checklist), 2.1-2 (Configuration #1 Cost Form), 2.1-3 (Checklist Questions), 2.1-4 (Narrative Questions).*

Configuration #2: On-Premise Standalone NGS Test and Training System for B&ECPL

Configuration #2 is for a Test and Training System that would be provided as a total, turnkey Hardware/Software Server solution sized for  $\geq 300$  users; and would have the same software modules as Configuration #1, and would be used for training staff, examining data migration test files, and testing software releases.

*For Configuration #2 please fill out and return Table 2.2-1 (Configuration #2 Cost Form).*

Configuration #3: Next-Generation Integrated Library System as a Service (ILSaaS) for B&ECPL

An NGS provided as Software as a Service (ILSaaS) delivered over the Internet that would be remotely operated and managed by Vendor on behalf of B&ECPL, to accommodate the same number of users as specified for Configuration #1.

*For Configuration #3 please fill out and return Tables 2.3-1 (Configuration #3 Cost Form), 2.3.2 (Narrative Questions).*

**TABLE 2-0, cont'd**  
**LIST OF CONFIGURATIONS OF SYSTEMS AND SERVICES**  
**(Sections that follow describe each of the configurations summarized below)**

- Configuration #4: NGS Test and Training System as a Service (ILSaaS) for B&ECPL
- Configuration #4 is for a Test and Training System that would be provided as Software as a Service sized for  $\geq 300$  users; and would have the same software modules as Configuration #3, and would be used for training staff, examining data migration test files, and testing software releases.
- For Configuration #4 please fill out and return Tables 2.4-1 (Configuration #4 Cost Form).*
- Configuration #5: Discovery Service for B&ECPL
- Configuration #5 is for a Discovery Service to search B&ECPL's databases, OPAC, and State-provided resources.
- For Configuration #5 please fill out and return Tables 2.5-1 (Services Checklist), 2.5-2 (Configuration #5 Cost Form), and 2.5-6 (Narrative Questions).*
- Configuration #6: Sample Peripheral Devices for Use with Configurations #1, #2, #3 and #4
- Quotations are requested for sample peripheral devices, including inventory control devices, and any other equipment specified for use with NGS Configurations #1, #2, #3, and #4.
- For Configuration #6 please fill out and return Table 2.6-2 (Configuration #6 Cost Form).*
- Configuration #7: On-Premise Digital Asset Management System for B&ECPL
- That would be provided as a total, turnkey Hardware/Software On-Premise Server-Based solution sized for 100 concurrent public and staff users: 5 Staff Users, and 95 Web Portal and Public Access Users independent of the integrated library system server. The requested system and services should include central site hardware and software configuration, plus services for installation, data migration, training, and support plus needed services including installation, data migration, and training.
- For Configuration #7 please fill out and return Tables 2.7-1 (Configuration #7 Cost Form), and 2.7-2 (Narrative Questions).*

**TABLE 2-0, cont'd**  
**LIST OF CONFIGURATIONS OF SYSTEMS AND SERVICES**  
**(Sections that follow describe each of the configurations summarized below)**

Configuration #8: Digital Asset Management System as a Service for B&ECPL

A Digital Asset Management System provided as Software as a Service delivered over the Internet that would be remotely operated and managed by the Vendor on behalf of B&ECPL, to accommodate the same number of users as specified for Configuration #7.

*For Configuration #8 please fill out and return Tables 2.8-1 (Configuration #8 Cost Form), and 2.8-2 (Narrative Questions).*

Configuration #9 Custom Development Services

Configuration #9 is for personnel allocated to custom development of the ILS and related systems and services to implement capabilities wanted by B&ECPL. The Services would include but not necessarily be limited to the following positions/roles:

- Team Leader: That would serve as the Vendor's Custom Development Liaison to B&ECPL and as Manager of the Custom Development Team, including the below-described Lead Analyst and Developer roles.

The Team Leader would be a designated individual, allocated as needed to B&ECPL-related tasks.

- Lead Analyst: That would serve as the Vendor's Lead Analyst in working with B&ECPL to define requirements for wanted functionality, and in working with other Vendor staff to develop the wanted functionality.

The Lead Analyst would be a designated individual, allocated as needed to B&ECPL-related tasks.

- Developers: Development personnel that would be allocated as needed to B&ECPL-related development tasks to provide wanted functionality, including production of documentation.

*For Configuration #9 please fill out and return Table 2.9-1 (Configuration #9 Cost Form) and 2.9-2 (Narrative Questions).*

**2.1 CONFIGURATION #1: ON-PREMISE SERVER-BASED NEXT-GENERATION INTEGRATED LIBRARY SYSTEM FOR B&ECPL**

Please propose an NGS that would be provided as a total, turnkey, on-premise Hardware/Software system at B&ECPL including the functions and other 2020 requirements described below. The initial system configuration described is based on implementation of the functions listed in Table 2.1-1. B&ECPL anticipates supporting by 2020 an estimated ≥ 5,000 peak-load concurrent public and staff users at 37 library locations and a minimum of one mobile library location: 750 Staff Licenses, and Unlimited (estimated at ≥ 5,000) Web Portal and Public Access Users, including ≥ 2,250 at public workstations in libraries); plus needed services including data migration and direct training for 65 staff. The hardware servers should be scaled for ≥ 3,000 concurrent users (750 staff, ≥ 2,250 Public Access Users). Separate hardware servers should be configured for the Database Server and Web Server, and any other servers as needed (such as SIP). Configuration #1 requirements are based on best estimates at the time of this writing.

Estimated Data Storage and Processing Requirements:

	<u>2015 Estimates</u>	<u>2020 Estimates</u> (Maximum projected)
Titles (Unique)	≤ 1,500,000	> 1,700,000
Volumes/Items	≤ 3,500,000	> 4,000,000
Annual Loans	≤ 8,000,000	> 8,500,000
Active Patrons	≤ 300,000	> 350,000
Authority Records	≤ 900,000	> 1,000,000
Staff Workstations in Libraries	≥ 500	≥ 750
Public Workstations, Laptops, Tablets, etc. in Libraries	≥ 1,000	≥ 2250
Public Access Users connected through the Internet/WWW	≥ 600	≥ 5,000
<b>Total Estimated Users:</b>	<b>≥ 2,100</b>	<b>≥ 8,000</b>

**Projected number of computers/users at all locations**

	<b>Total PCs, Tablets, Laptops, other user devices</b>	<b>Staff use</b>	<b>Public use</b>
<b>2014 (current)</b>	1,500	500	1,000
<b>2015 (projected)</b>	≥ 1,500	≥ 500	≥ 1,000
<b>2020 (projected)</b>	≥ 3,000	≥ 750	≥ 2,250

Checklist of NGS Applications Software Modules and Key Functionality Wanted By B&ECPL

In the checklist which follows as Table 2.1-1, please indicate for the NGS you are quoting for Configuration #1 whether the described feature or function is available (in general release and installed in at least one customer site), planned or in development (with a specific hard release date), or not available.

Cost Form for NGS

Table 2.1-2 contains a Cost Form for providing quotes for Configuration #1. Costs for each application category should be quoted based on the more detailed itemization as shown on Table 2.1-1.

Checklist of NGS Questions

Table 2.1-3 presents a checklist list of Yes or No questions about your proposed NGS for you to complete and return.

NGS Questions for Narrative Response

Table 2.1-4 presents a list of questions about your proposed NGS for you to answer.

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2) Date Available	(3) Installed in a Library		(5) (6) 3rd Party Product?	
		(4) YES	(4) NO	(5) YES	(6) NO
		<b>1 Applications Software</b>			
<b>1.1 Bibliographic Database System</b>					
1.1.1 Unicode compliant					
1.1.2 Supports FRBR					
1.1.3 Supports RDA					
1.1.4 Supports for diacritics					
<b>1.2 Cataloging (w/Authority Control)</b>					
1.2.1 Subscription to MARC Cataloging Source					
1.2.2 Batch import/download MARC records from any source and generate bib records and item records					
1.2.3 Can bib records be edited and validated?					
1.2.4 Merge bib records and combine their holding/item records automatically?					
1.2.5 Batch export MARC records with or without holding information via scheduled task					
1.2.5.1 Export of bib and holdings records for designated group of libraries					
1.2.6 Spell checker					
1.2.7 Real-time download with Z39.50					
1.2.8 Global edit bib records					
• Add/delete fields					
• Edit fields and subfields					
• Replace fields and subfields					
1.2.9 Global edit holding/item record					
• Collections					

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2)	(3)		(4)	(5)	(6)
	Date Available	Installed in a Library			3rd Party Product?	
		YES	NO		YES	NO
• Item type						
• Call number						
• Location						
• Notes						
• Status						
• Add/delete fields						
1.2.10 Build customized spine and pocket labels						
1.2.11 Provide customizable duplicate detection						
• Duplicate call numbers						
• Duplicate OCLC numbers						
• Duplicate ISBNs						
• Duplicate detection by UPC						
• Duplicate detection by MARC tag numbers 001, 020, 022, 024, 028						
1.2.12 Use formatted coding templates to reduce errors in fixed-field coding						
1.2.13 Manage links between authority and bibliographic records automatically						
1.2.14 Fully supports Unicode in special characteristics and diacritics						
1.2.15 Flexibility in searching bibliographic records by any MARC field						
1.2.16 Create customized lists and reports						
1.2.17 Ability to create non-MARC metadata						
• Dublin core						
• Other						

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2)	(3)	(4)	(5)	(6)
	Date Available	Installed in a Library		3rd Party Product?	
		YES	NO	YES	NO
<b>Authority Control</b>					
1.2.18 Automatically verify the headings in any record					
1.2.19 Merge authority records and adjust their linked headings automatically					
1.2.20 Ability to create, edit, merge, delete headings					
1.2.21 Ongoing update authority headings according to LC					
1.2.22 Globally update authority headings records by any MARC field					
1.2.23 Identify or report blind headings					
<b>1.3 Acquisitions (w/ Fund Accounting)</b>					
1.3.0 Ability to have separate Acquisitions budgets, Vendors, activity and data for designated groups of libraries					
1.3.1 Ability to create and maintain selection and ordering lists					
• Download Acquisitions Vendor selection list					
• Integrate multiple Vendors' selection lists					
• Staff additions and deletions to selection and order lists					
• Electronic ordering with selection list					
1.3.1.1 9XX Ordering					
1.3.2 Are selections and patron purchase suggestions functions part of the Acquisitions Module?					
Ability to make customizable data					

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2) Date Available	(3) Installed in a Library		(5) (6) 3rd Party Product?	
		(4) NO	(4) NO	(5) YES	(6) NO
		YES	NO	YES	NO
1.3.3	entry and add free text fields to selection and purchase orders				
1.3.4	Ability to produce individual purchase orders				
1.3.5	Ability to sort purchase orders by Vendor or budget code				
1.3.6	Ability to customize work slips to reflect local format and fields				
1.3.7	“Workslip” functionality				
	• Electronic workslips				
	• Printed workslips				
1.3.8	Accessibility to acquisitions information throughout the Technical Services and processing workflow and in the OPAC, for				
	• Selection				
	• Ordering				
	• Receiving				
	• Pre-processing				
	• Cataloging				
	• Post-processing				
	• OPAC				
1.3.9	Ability to suppress on-order bib records in OPAC				
1.3.10	Automatic update of bib record in OPAC throughout the acquisitions/processing/cataloging workflow (e.g. requested, ordered, pre-processing, cataloging, estimated wait time, available, personal emails)				
	• Request by user				

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2) Date Available	(3) Installed in a Library		(5) (6) 3rd Party Product?	
		(4) YES	(4) NO	(5) YES	(6) NO
		• Selection			
• Ordering					
• Receiving					
• Pre-processing					
• Cataloging					
• Post-processing					
• OPAC					
1.3.11 Ability to send emails at the selection stage and throughout the acquisitions/processing/cataloging workflow:					
• Requesting user					
• Acquisitions Vendor					
• Selection					
• Ordering					
• Receiving					
• Pre-processing					
• Cataloging					
• Post-processing					
• OPAC					
<b>1.4 Serials Control (w/ Fund Accounting)</b>					
1.4.1 Issue arrival prediction					
• Regular patterns					
• Irregular patterns					
1.4.2 Automatic check-in					
1.4.3 Flexible Holdings Display (Free Text)					
1.4.4 Manual edit of holdings patterns					
1.4.5 Display of serials holdings data in other modules					

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2) Date Available	(3)		(4)		(5) (6)	
		Installed in a Library		3rd Party Product?			
		YES	NO	YES	NO	YES	NO
1.4.6 Accommodate and link title variations							
1.4.7 Accommodate and link multiple formats of the same title (print, fiche, electronic)							
1.4.8 Hyperlink to e-version of journal							
1.4.9 Flexible, customizable display of call # and location							
1.4.10 Share Vendor records with Acquisitions Module							
1.4.11 Share Fund records with Acquisitions Module							
1.4.12 Manage subscription renewals and cancellations							
1.4.13 Support automatic or mediated claims and cancellations in email or print formats							
• Automatically via email							
• Manually via email							
• Automatically via printouts							
• Manually via printouts							
• Electronically							
<b>1.5 OPAC</b>							
1.5.1 Web browser visual User Interface							
1.5.2 Public Access Interfaces in the following languages							
• English							
• Spanish							
• Other?							
1.5.3 Smartphone Interface							
1.5.4 E-Commerce Interface							

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2) Date Available	(3) Installed in a Library		(5) (6) 3rd Party Product?	
		(4) NO	(4) NO	(5) YES	(6) NO
		YES	NO	YES	NO
1.5.5	Spell checker				
1.5.6	Authentication by borrower type to access secure websites and restricted resources				
1.5.7	URL Link resolver				
1.5.8	Link from the OPAC to multimedia and e-content				
	• e-books				
	• e-journals				
	• videos				
	• downloadable audio books				
1.5.9	User-customizable capabilities and personalization				
	• Interface look and feel (skins)				
	• To make request for alerts for new content via keyword				
	• User created “favorites” lists				
	• Other capabilities				
1.5.10	Capabilities and customer support for Library’s page level customization				
	• Customizable search buttons				
	• Customizable search interface				
	• Display enriched content (e.g., from Syndetics Solutions)				
1.5.11	Display of multiple links per record				
1.5.12	“Similar search” or “Did you mean” function?				
1.5.13	Limit searches to specific holdings				
1.5.14	Limit searches to specific locations				
1.5.15	Ability to narrow down search results				

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2) Date Available	(3) Installed in a Library		(5) (6) 3rd Party Product?	
		(4) YES	(4) NO	(5) YES	(6) NO
		1.5.16	Ability for patrons to place holds on specific copies		
1.5.17	Ability for patrons to place holds on specific volumes				
1.5.18	Ability to specify item locations in first results display screen				
1.5.19	Ability to specify item locations and their display order in subsequent results display screens				
<b>1.6 Portal Module</b>					
1.6.1	Authentication for User Access				
1.6.2	User-Customizable Interfaces				
1.6.3	Content Alert Service Matching User Profile				
1.6.4	Profiles for Personalized Library Services				
1.6.5	Faceted Searching				
1.6.6	RSS notification				
1.6.7	Federated Searching				
	• Z39.50 based				
	• Based on connectors				
	• Of licensed databases				
<b>1.7 Circulation System</b>					
1.7.1	Notifications				
	• Printed				
	• Email				
	• Text messages to phones				
	• Pre-overdue notices				
	• Automated Telephone System				

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2) Date Available	(3) Installed in a Library		(5) (6) 3rd Party Product?	
		(4) YES	(4) NO	(5) YES	(6) NO
		1.7.2	Offline PC Circulation Backup		
1.7.3	Online Patron Registration				
1.7.4	Intuitive and easy to use staff interface				
	• To make status changes				
	• To edit records, item status, etc. from one window, instead of moving between windows				
1.7.5	Intuitive and easy to use staff interface and functions for Holds/Requests				
	• To turn off/on the capability to place holds on specific items/copies at the bibliographic record or collection level.				
	• To set rules by groups of item types and locations				
	• Customizable holds				
	• Hold notifications				
	• Hold reminder notifications				
	• Customizable holds slips				
	• Customizable holds check-out slips				
	• Support for in-transit shipment of requested items				
	• Hold workslips				
	• Hold transit workslips				
	• Support for unclaimed holds Unclaimed holds notification				
1.7.6	Capability to set up floating collections				

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2)	(3)		(4)	(5)	(6)
	Date Available	Installed in a Library			3rd Party Product?	
		YES	NO		YES	NO
• For an individual multi-branch library						
• For a designated group of libraries						
• By designated groups of items (collection or item type)						
• By designated groups of library locations						
• Capability to specify a re-distribution algorithm for a given floating collection						
<b>1.8 Stock Rotation Module/Capability</b>						
1.8.1 Capability to create groups of items that will move as a group between locations.						
1.8.2 Capability to set a location routing order for a group of items						
1.8.3 Capability to set a number of days before routing at each location						
<b>1.9 Course Reserve Module</b>	<b>NOT REQUIRED BY B&amp;ECPL</b>					
<b>1.10 Program Registration, Room Booking and Scheduling Module</b>						
1.10.1 Ability to create, edit, delete events						
• Programs for an event						
• Repeating occurrences of event						
• Repeated times within the occurrence (e.g., Event A						

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2) Date Available	(3) Installed in a Library		(5) (6) 3rd Party Product?	
		(4) YES	(4) NO	(5) YES	(6) NO
		1.10.2	scheduled for Monday AM and Tues PM) Ability to create, edit, delete event locations		
	• Rooms on premise				
	• Combinations of large room divided with air walls				
	• Off premise locations (schools, other buildings)				
1.10.3	Ability to register patrons				
	• Staff registration				
	• Patron online registration				
	• Ability to determine eligibility by patron type/home library				
	• Ability to register non-patrons				
	• Ability to waitlist patrons				
	• Ability to auto transfer from waitlist				
	• Ability to send confirmation of registration				
	•• By email				
	•• By text message				
	• Ability to send reminders to registrants				
	•• By email				
	•• By text message				
	• Ability to send blast custom notices to registrants				
	•• By email				
	•• By text message				
1.10.4	Ability to book rooms for no conflict				
	• Ability to book setup and takedown time before/after Events				

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2)	(3)	(4)	(5)	(6)
	Date Available	Installed in a Library		3rd Party Product?	
		YES	NO	YES	NO
• Ability to book equipment for rooms					
• Ability to book staffing for rooms					
1.10.5 Ability to notify creator or presenter of the following					
• Registration not meeting minimum					
• Registration exceeding maximum					
• Tickler to creator					
• Tickler to presenter					
1.10.6 Ability to display programs in OPAC					
• Ability to display programs in Calendar View					
• Ability to create room setup views for staff					
1.10.7 Integration with e-Commerce for fee payment					
1.10.8 Ability to generate statistical reports, such as number of program registrants, etc.					
<b>1.11 Inventory Control Module</b>					
1.11.1 With portable inventory control devices					
<b>1.12 ILL Management System</b>					
1.12.1 Interfaces					
• Interoperate with OCLC Illiad					
• Interoperate with other ILSs					
1.12.2 Support for authentication					
1.12.3 Overdue notifications					
• Custom email messages					
• Pre-scripted email messages					

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2)	(3)		(4)	(5)	(6)
	Date Available	Installed in a Library			3rd Party Product?	
		YES	NO		YES	NO
• Over-due email notices						
• Automatic text messages to phones						
• Staff texting overdue notices						
1.12.4 Capability to build a database of libraries that have loaned materials to the Library						
1.12.5 Printout of ILL book labels for Borrowing						
1.12.6 Patron ILL self-service requests						
1.12.7 Ability to check out and track circulation in ILS						
<b>1.13 Z39.50 Server</b>						
<b>1.14 Z39.50 Client</b>						
<b>1.15 Management Information System/ Report Generator</b>						
1.15.1 Capabilities for SQL queries						
1.15.2 User customizable reports						
1.15.3 Capabilities to schedule reports						
1.15.4 Capabilities to generate reports on batch loads and exports of records						
• MARC records						
• Patron records						
• Item records						
1.15.5 Capabilities to create files of records and export them in selected formats						
• MARC format						

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1) Applications Modules and Functions	(2)	(3)		(4)	(5)	(6)
	Date Available	Installed in a Library			3rd Party Product?	
		YES	NO		YES	NO
• CSV						
• Export via ftp						
1.15.6 Email reports in a variety of formats						
• Excel						
• CSV						
• PDF						
<b>1.16 Subscription Services</b>	<b>NOT REQUIRED BY B&amp;ECPL FROM ILS VENDOR</b>					
<b>1.17 Electronic Resource Management</b>	<b>NOT REQUIRED BY B&amp;ECPL</b>					
<b>1.18 Browser-based Staff Clients</b>						
1.18.1 For all Staff modules						
1.18.2 For System Administration						
<b>1.19 System Administration</b>						
1.19.1 Separation of staff and user passwords and privileges						
1.19.2 Add/remove access rights for individuals						
1.19.3 Full SQL access to database						

TABLE 2.1-1

**CHECKLIST OF NGS APPLICATIONS SOFTWARE MODULES AND KEY FUNCTIONALITY WANTED BY B&ECPL**

In the checklist that follows, please indicate a Yes or No answer to each Module and Function posed of your NGS. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configuration #1

(1)  Applications Modules and Functions	(2)	(3)		(4)	(5)	(6)
	Date	Installed in a Library		3rd Party Product?	YES	NO
	Available	YES	NO			
<b>2 Interfaces</b> (See Section 5)						
2.1 Syndetics Solutions						
2.2 EnvisionWare Print & PC Time Management						
2.3 EnvisionWare Branch Manager						
2.4 EnvisionWare One Stop						
2.5 EnvisionWare RFID Link						
2.6 EnvisionWare eCommerce						
2.7 Bibliotheca RFID suite (AMH)						
2.8 Overdrive						
2.9 Export of information to multiple debt collection services – Unique Management						
2.10 Freegal						
2.11 EBL						
2.12 Unlimited SIP2 Interfaces						

**TABLE 2.1-2**  
**Configuration #1 Cost Form**  
**COST SUMMARY FOR ON-PREMISE SERVER-BASED NGS**  
 Please include the completed Cost Form in Part 2 of your Proposal.

(1) <u>Category</u>	(2) <u>One-Time \$ Cost</u>	(3) <u>Annual \$ Cost</u>
<b>1 Central Site Hardware</b>		
1.1 Database/Application Server		
1.2 Web Server		
1.3 Disk storage		
1.4 Operating system software, utilities		
1.5 Uninterruptable power supply		
1.6 Web/Portal Servers		
1.7 Other server(s)		
1.8 Backup device		
1.9 Other		
1.10 <b>SUBTOTAL: Hardware</b>		
<b>2 Applications Software and Utilities</b>		
<b>(include costs for all items from Table 2.1-1)</b>		
2.1 Bibliographic Database System (including DBMS license)		
2.2 Cataloging (w/Authority Control)		
2.3 Acquisitions (w/ Fund Accounting)		
2.4 Serials Control (w/ Fund Accounting)		
2.5 OPAC		
2.6 Portal Module		
2.7 Circulation System		
2.8 Stock Rotation Module/Capability		
2.9 Course Reserve Module <b>NOT REQUIRED</b>		
2.10 Facilities (Room) Booking and Scheduling Module		
2.11 Program Registration		
2.12 Inventory Control		
2.13 ILL Management System		
2.14 Z39.50 Server		
2.15 Z39.50 Client module		
2.16 Management Information System/ Report Generator		
2.17 Subscription Services <b>NOT REQUIRED</b>		
2.18 Electronic Resource Management <b>NOT REQUIRED</b>		
2.19 Staff client licenses		
2.20 System Administration Module		
2.21 <b>SUBTOTAL: APPLICATIONS SOFTWARE</b>		

**TABLE 2.1-2**  
**Configuration #1 Cost Form**  
**COST SUMMARY FOR ON-PREMISE SERVER-BASED NGS**  
 Please include the completed Cost Form in Part 2 of your Proposal.

<u>(1)</u> <b>Category</b>	<u>(2)</u> <b>One-Time \$ Cost</b>	<u>(3)</u> <b>Annual \$ Cost</b>
<b>3 Interfaces to other systems and services (See Section 5)</b>		
3.1 Syndetics Solutions		
3.2 EnvisionWare Print and PC Time Management		
3.3 EnvisionWare Branch Manager		
3.4 EnvisionWare One Stop		
3.5 EnvisionWare RFID Link		
3.6 EnvisionWare eCommerce		
3.7 Bibliotheca RFID suite (AMH)		
3.8 Overdrive		
3.9 Export of information to multiple debt collection services – Unique Management		
3.10 Freegal		
3.11 EBL		
3.12 Unlimited SIP2 interfaces		
3.13 <b>SUBTOTAL: INTERFACES</b>		
<b>4 Data migration, preparation and loading of database</b>		
<b>5 Other costs:</b>		
5.1 Freight		
5.2 Installation (including expenses)		
5.3 Training (see Table 2.1-5 for requirements)		
5.4 Documentation		
5.5 Other		
5.6 <b>SUBTOTAL: OTHER COSTS</b>		
<b>6 TOTAL SYSTEM COST</b>		
<b>7 Number of Users/User Licenses</b>		
<b>8 Amount of physical disk storage (GB)</b>		
8.1 Amount of logical storage as configured		
<b>9 Cost of disk storage</b>		
9.1 One-Time		
9.2 Annual Maintenance		

**TABLE 2.1-2**  
**Configuration #1 Cost Form**  
**COST SUMMARY FOR ON-PREMISE SERVER-BASED NGS**  
 Please include the completed Cost Form in Part 2 of your Proposal.

<u>(1)</u> <b>Category</b>	<u>(2)</u> <b>One- Time \$ Cost</b>	<u>(3)</u> <b>Annual \$ Cost</b>
<b>10 Warranty Periods (in years)</b>		
10.1 Software		
10.2 Central Site Hardware		
<b>11 5-Year Costs</b>		
11.1 All One-time costs		
11.2 Total of all recurring Costs for 5-years		
11.3 Total 5-year Cost (Line 11.1 + 11.2)		
<i>(Note: These will be used to determine the quoted costs)</i>		

**TABLE 2.1-3  
CHECKLIST OF YES OR NO NGS QUESTIONS**

In the checklist that follows, please indicate a Yes or No answer to each question posed of your NGS. Please include the completed checklist in Part 3 of your Proposal.

(1) Module	(2) Question	(3) (4) Answer	
		Yes	No
<b>1</b>	<b>Applications Software</b>		
1.1	Bibliographic Database System		
1.1.1	Can it process input from multiple workstations, apply appropriate record locking to insure data integrity?		
	• Can it apply appropriate record locking at the record level to insure data integrity?		
	• Does record locking prevent a single user from locking up multiple workstations?		
	• Under any circumstance can a single user lock up multiple workstations?		
1.1.2	Does it use an open relational database that is ANSI SQL compliant?		
1.1.3	Does the Database System provide ODBC connectivity?		
1.1.4	Can it export any record or portion of a record to ASCII format?		
1.1.5	Can it export any record or portion of a record in MARC format?		
1.1.6	Can it export any report or portion of a report in .CSV format?		
1.1.7	Can it export reports to HTML?		
1.1.8	Can it export statistics as bar graphs?		
1.1.9	Can it export reports to Excel?		
1.1.10	Can it export data at any level to Excel?		
1.1.11	Does it use SOAP?		
1.1.12	Does it use REST?		
1.1.13	Does the system support hypertext (URL) coding within records?		
1.1.14	Will the system use security protocols for staff?		
1.1.15	May we have three bibliographic databases (production, training, test) for the price of the production database?		
1.1.16	May we copy the contents of the production database nightly or periodically to a training database?		
1.1.17	May we copy the contents of the production database nightly or periodically to a test database?		
1.2	Cataloging (with Authority Control)		
1.2.1	Will the ILS incorporate MARC21 validation tables?		
1.2.2	Will the ILS provide macros for repetitive data entry tasks?		
1.2.3	Will the ILS offer batch editing capabilities for bibliographic records?		
1.2.4	Will the ILS offer batch editing capabilities for item records?		

**TABLE 2.1-3  
CHECKLIST OF YES OR NO NGS QUESTIONS**

In the checklist that follows, please indicate a Yes or No answer to each question posed of your NGS. Please include the completed checklist in Part 3 of your Proposal.

(1) Module	(2) Question	(3) (4) Answer	
		Yes	No
1.2.5	Will the ILS offer batch loading capabilities?		
1.2.6	Will the ILS detect corrupted headings?		
1.2.7	Will the ILS incorporate FRBR?		
1.2.8	Will the ILS incorporate RDA?		
1.2.9	Can bibliographic records with holdings within a group of libraries be identified?		
1.2.10	Can bibliographic records with no holdings within a group of libraries be identified?		
1.2.11	When importing MARC records can the following actions be performed automatically?		
	• Move a tag to a different tag		
	• Remove defined tags		
1.2.12	Is there a way to schedule batch deletion of items?		
1.2.13	Is there a way to schedule batch deletion of bibliographic records?		
1.3	Acquisitions (with Fund Accounting)		
1.3.1	Will full electronic invoicing, including automatic generation of vendor invoices in the ILS database, be available?		
1.3.2	Will the ILS support the ability to set up automatic patron notification when an on-order title is cancelled?		
1.3.3	Can Purchase Orders (PO) be created in acquisitions and then retained according to the Library retention schedule?		
1.3.4	Can invoices be downloaded into the ILS from multiple book vendors?		
1.3.5	When a PO is created, will the cost be subtracted from the budget immediately?		
1.3.6	Can custom reports be created and output as pdfs?		
1.3.7	Are purchase orders attached to funds?		
	• Is it necessary to set up fund balances for them?		
	• Is data entry for items restricted by fund amounts?		
	• Is there an override function for restrictions?		
1.3.8	Can a running total reflect what is ordered and compare it to what is received?		
	• Are total amounts encumbered shown?		
	• Are total amounts expended shown?		
	• Are total free balances shown?		
1.3.9	Are standing orders processed differently than single vendor orders?		
1.3.10	Can standing orders be carried forward to a new fiscal year?		

**TABLE 2.1-3  
CHECKLIST OF YES OR NO NGS QUESTIONS**

In the checklist that follows, please indicate a Yes or No answer to each question posed of your NGS. Please include the completed checklist in Part 3 of your Proposal.

(1) Module	(2) Question	(3) (4) Answer	
		Yes	No
1.3.11	Can purchase requests be created in selections/acquisitions modules(s) and then retained according to the Library's retention schedule?		
1.3.12	Will the ILS support the ability to set up automatic OPAC notification when an on-order title is cancelled?		
1.3.13	Will a cancelled item be deleted from the module?		
1.3.14	Can workslips be electronically accessed throughout the processing workflow ?		
	• And edited at each step?		
	• Print only?		
	• Both print and electronic options?		
1.4	Serials Control		
1.4.1	Will the system perform automatic generation of prediction patterns?		
1.4.2	Will the ILS support the ability to save patterns as templates for future use?		
1.4.3	Can special issues be received easily?		
1.4.4	Are there any alerts given when an issue hasn't been received?		
1.5	OPAC		
1.5.1	Does the ILS provide for live links to websites and e-books (e.g., for EBL,OverDrive) in the staff PAC module as well as the OPAC?		
1.5.2	Does the ILS allow patrons to create multiple named lists which are stored and retrieved through patron's account?		
1.5.3	Does the ILS allow patrons to suspend holds in patron account?		
1.5.4	Does the ILS have the ability to display customized messages for patrons?		
1.5.5	Does the ILS have the ability to suggest spelling alternatives, i.e. "Did you mean?"		
1.5.6	Is there a similar look and feel with OPAC and Staff interfaces?		
1.5.7	Does the ILS have the ability to return from detail screen to result list screen without returning to the first entry?		
1.5.8	Does the OPAC respond to browser functions?		
1.5.9	Will the OPAC allow the use of the Back button?		
1.5.10	Does the ILS allow patrons to change their PIN?		
1.5.11	Are the uses of PINs an Individual Library option?		
1.5.12	Does the ILS allow for patron tagging?		
1.5.13	Will the tagging affect the authority index?		
1.5.14	Can you create dynamic lists of holdings (i.e., New DVDs, New Books)?		

**TABLE 2.1-3  
CHECKLIST OF YES OR NO NGS QUESTIONS**

In the checklist that follows, please indicate a Yes or No answer to each question posed of your NGS. Please include the completed checklist in Part 3 of your Proposal.

(1) Module	(2) Question	(3) (4) Answer	
		Yes	No
1.5.15	Can a user send SMS text-messages containing item information from within the OPAC?		
	• Is a third party vendor’s text messaging service required for this function?		
1.5.16	Can the OPAC display multimedia files?		
	• Digital archival collections		
	• Other collections		
1.5.17	Can text be resized via options presented to the user in the OPAC (without using browser specific commands)?		
1.5.18	Will changes made to item records display in the OPAC immediately?		
1.5.19	Can the OPAC provide item maps that show locations of wanted items by displaying a map showing their physical locations on library floor plans?		
1.5.20	Is the first ISBN of the title always used to select the image?		
1.5.21	Does your OPAC incorporate socialization features?		
	• Tagging		
	• List Sharing		
	• User Reviews		
	• User Comments		
	• RSS result feeds		
	• RSS indexing from social Web sites		
	• Other: specify:		
	• Other: specify:		
1.5.22	Does your OPAC incorporate faceted searching?		
1.6	Portal Module		
1.6.0	Can System Administrator do the following:		
	• Alter HTML/XHTML ?		
	• Alter the look of the portal via an Administrative interface?		
	• Create different looks/options for different libraries on a single server?		
1.6.1	Will you support the changes and versions created by the local System Administrator?		
1.6.2	Can user log-in and authentication be set up for this module?		
1.6.3	Can log-in be made non-case-sensitive?		
1.6.4	Can your ILS portal be totally customized by each Library in B&ECPL?		
1.6.5	Does your ILS portal allow links to LibraryThing?		
1.6.6	Does your ILS allow patron reviews to be linked to bib records?		

**TABLE 2.1-3  
CHECKLIST OF YES OR NO NGS QUESTIONS**

In the checklist that follows, please indicate a Yes or No answer to each question posed of your NGS. Please include the completed checklist in Part 3 of your Proposal.

(1) Module	(2) Question	(3) (4) Answer	
		Yes	No
1.6.7	Does your ILS notify patrons about items placed 'on order' status that they have requested via the ILS online portal?		
1.6.8	Does your ILS allow patrons to re-set their passwords?		
1.7	Circulation System		
1.7.1	Does your ILS have email pre-notification of items due? • Can this run automatically as a scheduled process?		
1.7.2	Are patrons able to update information in their patron records online?		
1.7.3	Can email notices be delivered to mobile devices?		
1.7.4	Can notices be delivered to phones?		
1.7.5	Is it possible to pay fees online?		
1.7.6	Can the system email patrons their PINs?		
1.7.7	Is there a "Books by Mail" module?		
1.7.8	Is there a patron self-checkout capability?		
1.7.9	Can patrons request renewals online?		
1.7.10	Does the system have an offline circulation backup function? • Is this suited for bookmobile circulations?		
1.8	Stock Rotation Module/Capability		
1.8.1	Do routes include a defined time before moving to next location?		
1.8.2	Can items checked out automatically go to the next location at check in?		
1.8.3	Is action required of staff at the end of the rotation defined?		
1.9	Course Reserve <b>MODULE NOT REQUIRED</b>		
1.10	Program Registration, Room Booking and Scheduling Module		
1.11	Inventory Control		
1.11.1	Can inventory be performed online?		
1.11.2	Can inventory be performed with mobile devices?		
1.11.3	Can selected sections of the collection be inventoried without having to inventory the entire collection?		
1.12	ILL Management System		
1.12.1	Will the patron be able to fill out ILL forms and submit them through the ILS?		
1.12.2	Can the ILS handle fast adds of materials not in the system?		
1.12.3	Can ILL staff delete fast adds easily?		
1.12.4	Is there a patron interface for ILL?		
1.12.5	Can patrons track their ILL status online?		

**TABLE 2.1-3  
CHECKLIST OF YES OR NO NGS QUESTIONS**

In the checklist that follows, please indicate a Yes or No answer to each question posed of your NGS. Please include the completed checklist in Part 3 of your Proposal.

(1) Module	(2) Question	(3) (4) Answer	
		Yes	No
	1.12.6 Can patrons submit requests online?		
	1.12.7 Are there fast-add templates?		
	1.12.8 Does the ILL Module support a free form "Lending" notes field?		
	1.12.9 Does the ILL Module interface with the ILS patron database?		
	1.12.10 Does the ILL Module have a built-in checkout /check-in mechanism?		
	1.12.11 Does the ILL Module auto-catalog borrowed materials?		
	1.12.12 Does the ILL Module auto-search ISBN or OCLC numbers for borrowing requests?		
	1.12.13 Does the ILL Module auto-generate OCLC Workforms for auto-searched borrowing requests?		
	1.12.14 Is the ILL Module a web-based interface?		
	1.12.15 Is it a Windows based interface?		
	1.12.16 Does the module support a completely "paper free" work environment?		
	1.12.17 Does ILL check-in automatically delete a "fast add" bib record?		
	1.12.18 Is the system an intermediary between OCLC Resource Sharing and the Library?		
	1.12.19 Does the system support expanded notes fields?		
	1.12.20 Does the system support a free form "Borrowing" notes field?		
1.13	Z39.50 Server		
	1.13.1 Does the ILS support the Z39.50 Server Bath 2.0 Profile?		
	1.13.2 Does the ILS support the SRW/U (Search & Retrieve Web Service / Search & Retrieve URL Service) Web Service Standards?		
1.14	Z39.50 Client module		
	1.14.1 Does the software support the Z39.50 Client Bath 2.0 Profile?		
1.15	Management Information System/ Report Generator		
	1.15.1 Does the software run scheduled reports?		
	1.15.2 Does the software provide pre-defined reports?		
	1.15.3 Are the reports provided in a choice of output formats (e.g., PDF, Excel, Text, HTML)?		
	1.15.4 Can the reports be customized at the SQL level?		
	1.15.5 May the reports be emailed or displayed on a Web Portal?		
	1.15.6 Does the ILS have an easily usable system to report holds vs. number of copies of materials?		
	1.15.7 May reports be run on the basis of items records?		
	1.15.8 May reports be run on the basis of bibliographic records?		

**TABLE 2.1-3  
CHECKLIST OF YES OR NO NGS QUESTIONS**

In the checklist that follows, please indicate a Yes or No answer to each question posed of your NGS. Please include the completed checklist in Part 3 of your Proposal.

(1) Module	(2) Question	(3) (4) Answer	
		Yes	No
	1.15.9 May the reports be run on the basis of user data?		
	1.15.10 May reports be run on the basis of combining information from bibliographic records and item records?		
	1.15.11 Are customizable reports a standard component of system?		
	• Is there an additional charge for customizable reports?		
1.16	Displays of content delivered by subscription services for enriched content		
	1.16.1 Is the first ISBN of the title always used to select the image?		
	1.16.2 Can a different ISBN be selected easily to determine which image will be used for the title?		
1.17	Systems Administration		
	1.17.1 Can access rights be restricted to authorized staff?		
	1.17.2 Can rights to create and make changes to records and fields be restricted to authorized staff?		
	• To staff profiles/roles for categories of individuals?		
	• Is there an ability to track changes made by individuals?		
<b>2</b>	<b>Interfaces</b>		
2.1	Does your ILS have APIs for interfaces?		
	2.1.1 Do you provide training for APIs?		
	• Are there charges for API training?		

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE**

Please respond in writing straightforwardly to the following questions; as a courtesy to readers; please repeat each question with your answer. Please include the questions and answers in Part 3 of your Proposal.

**General:**

**Question #1**

Does your system provide web-based staff clients, and will you please list them? Also, please list the modules and functions that **cannot** be performed with a web browser and describe the clients that are required, and how they would be updated for libraries using your NGS.

**Question #2**

What is your experience in migration of libraries from the SirsiDynix Symphony System to your system? If the Library were to migrate to the system you have configured, what would be the requirements for migration of all bibliographic, authority, patron, item, vendor, and transaction data to your system? Can all data be captured, output, and migrated? Please explain.

**Question #3**

What existing patron, fines, statuses, notes, blocks, bibliographic, authority, item, logs, acquisitions, and serials control data (including history) typically does not migrate to your system from SirsiDynix Symphony 3.4?

**Question #4**

B&ECPL Libraries use the 13-digit Codabar Modulus 10 check digit format for item and patron barcode labels. Some older items continue to make use of OCR labels. Does the system you have configured support the use of these formats? Please explain, and identify any barcode types that your system cannot handle.

**Question #5**

What are your recommended PC workstation configuration requirements for PCs running your staff client?

**Question #6**

What are your recommended PC workstation configuration requirements for PCs, laptops, netbooks, and other devices operating with Web browsers?

- Will the desktop PCs described in Section 4 operate with Windows 7 (both 32 and 64 bit editions) work successfully with your NGS?
- What web browsers work successfully with your NGS?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #7

What are your recommended bandwidth requirements per staff user and per public access user for Internet connectivity and for WAN/LAN delivery of services to users in libraries? Please explain.

Question #8

Does your system/service provide access for users' mobile devices: e.g., smartphones, tablets? Please describe requirements of mobile devices for using your system/service. Is mobile compatibility included in your basic system price or is it an add-on for a cost?

Question #9

What operating systems and apps for smartphones, tablets, etc. does your system support?

Question #10

How does your proposed NGS on-premise server based system provide scalability?

Question #11

Could you please describe the server hardware and operating system platforms and database management systems that you offer and support for your NGS? **Please note that B&ECPL has a preference for Linux when available.**

Question #12

Will you warrant the functionality, response time performance, and uptime availability of your on-premise NGS? Please describe your warranties of the functions, response time performance, and system availability.

What assurances can you give that the systems you have described and quoted in response to this RFP can accommodate the projected numbers of concurrent users and transaction volumes projected for B&ECPL for 2020?

Question #13

Will you please describe how, where, and by whom, software support and upgrade services are handled, including Help Desk services? How often are there integer releases and dot releases?

Question #14

How do you communicate plans and arrangements for scheduled maintenance? How much downtime is required for maintenance? How far in advance would we be warned of scheduled maintenance and scheduled system unavailability?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #15

Must the production system be taken out of service for maintenance? If so, how often and for how long?

Question #16

Will you please describe how you provide security for an on-premise server based system?

Question #17

Will the system take snapshots of data – e.g., of emails? Could B&ECPL store and retrieve email sent from/to the NGS?

Question #18

Will you please describe the system backup procedure? What media and formats are used for backup?

Question #19

Will you please describe the system's ability to download data? Would B&ECPL be able to get a data dump from the system?

Question #20

Does the system require authorization to run or perform batch functions that are intensive in the use of system resources and/or that impact the performance of interactive system functions?

Question #21

What receipt printers are supported? Are there options within the set up of the receipt printer to choose when it prints and how?

Question #22

Will you please describe your plans for disaster recovery? How would your software development and support services be continued?

Question #23

Would the system facilitate the production, delivery, and management of library-produced electronic newsletters and blogs that are sent to subscribing individuals' emails?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #24

If third-party products require user authentication, how does the system control the third party's access to the customer's personal and private information that is not required for authentication?

Question #25

Would you please list the languages of your NGS interface?

Question #26

Can your NGS production system be configured and warranted for 99.99% availability? Do the configurations you have described and quoted achieve this level of availability?

Question #27

Please describe the enhancement request process and how you decide which requests to include in future releases.

Question #28

Please describe the system's daily, monthly, and annual maintenance processes and routines.

Question #29

What transactions and processes depend on system halting, day-end processing, or other regular routines to update the database or complete the process?

Question #30

What options does the system offer for wireless/Bluetooth connection to portable circulation devices and peripherals?

Question #31

Please describe your standard customer support practices, including available hours, methods for customers to report problems or seek assistance, the types of information available in your online customer support center, user discussion lists and other knowledge databases. What other customer support services are available for an additional charge?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

**Circulation:**

Question #32

Can circulation rules be set by combinations of?

- Group of checkout locations
- Group of item types
- Group of borrower types

Question #33

Are checkouts credited to the library that performs the checkout or to the library that owns the material?

Question #34

Can online renewals be credited to the original checkout library or the owning library? Can telephone renewals be credited to the checkout library or the owning library?

Question #35

What controls maximum fines, processing fees, etc.?

Question #36

Can notice language be controlled by library/group of libraries? Can html be embedded in email notices?

Question #37

Describe any audible alerts available for different situations?

Question #38

Is there a way for staff to merge borrower records?

Question #39

Can the system print, email, and/or text all or selected parts of a patron's record, such as checked out items, holds status, fine history, associated accounts activities?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #40

Please describe if and how your NGS can create and/or load photographs of patrons. Can your NGS display photographs of patrons when their ID numbers are entered?

Question #41

Are patrons blocked on fines that are actually owed? Are they also blocked based on what is accruing?

Question #42

Is there an option to email or SMS payment receipts?

Question #43

Please describe the workflow for Holds/Requests. Of interest are:

- Patron request workflow
- Borrowing (Staff) workflow
- Lending (Staff) workflow
- Rule definition capabilities for allowing requests and filling requests, particularly in relation to groups of pickup locations, item location, item type, and borrower type.

Question #44

Can the system provide total circulation and in-house use for the life of an item as well as the same information for a library-specified period of time, e.g. what is this item's total circulation and how many times did it circulate last fiscal year?

**OPAC and PORTAL:**

Question #45

Can the OPAC be customized at the HMTML/XHTML/CSS level?

Question #46

Please describe the different systems/modules in place for editing text and page templates in the OPAC and Portal. Is there a WYSIWYG editor? What kind of code expertise is required?

Question #47

Can the Portal be customized at the HMTML/XHTML/CSS level?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #48

How is the format of the items in the search results and bibliographic display represented graphically in the OPAC/Portal? Is the format graphical display or icon based on bib and/or item record data? Is there a limit to the number of codes or fields used in mapping?

Question #49

Please explain how relevance ranking works—what library and external factors are considered and where does that data come from?

Question #50

Please describe your system's "My Account" functionality. What options do patrons have to make and change preferences? What changes can they make to their borrower record without staff intervention?

Question #51

Does the system work like Amazon and Google: suggested spellings, word variations, hierarchical results (print, large print, audio, video, electronic, etc.), relevancy rankings (most common or likely items listed first)?

Question #52

How does the system facilitate discovery and delivery of the library's third-party subscription electronic resources?

Question #53

Can the system determine and consider the user's privileges when responding to search queries? Can it deliver different results depending on the user's login?

Question #54

Does the system provide a way for patrons using the OPAC to communicate with staff about their searches or accounts, along the lines of chat or an "ask a librarian" feature?

Question #55

Please explain how the system helps staff duplicate patron OPAC searches when staff are helping patrons by phone or email (so staff sees what the patron is seeing).

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #56

Can the system consider the user's self-defined profile preferences when returning results?

Question #57

Given the proliferation of devices, locally-produced content, and the availability of online content supplied by a variety of third-party vendors (e-books, music downloads, etc.), please describe how the system facilitates the process of discovery and delivery.

Question #58

Please describe if and how (e.g., with what features) your Discovery OPAC incorporates semantic search.

Question #59

Can the catalog be displayed to limit materials to children?

Question #60

Which accessibility testing tools has your OPAC been tested against for ADA compliance and what were the results?

Question #61

Please describe ways in which the Portal can alert patrons to fines, available/cancelled holds, etc. when they login.

**Cataloging:**

Question #62

What label printers are supported? How are these printers set up in the system and on PCs, especially for network printing? Please describe the options for customizing spine, pocket, and/or other types of labels, particularly as described in Appendix 5.

Question #63

Does the system record the user who created a bibliographic record? All users who changed a bibliographic record? Most recent user who changed a bibliographic record?

Question #64

Are there limits on the number of item records that can be connected to a bibliographic record?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #65

To what extent can rules be set regarding overlay of bib records? Can defined tags be preserved? Can it convert a defined tag to another tag? Can it add only specified fields on overlay/match? What fields or data can be used as overlay match points?

Question #66

Does the system have a batch item creation process? Does the batch item creation process increment volume numbers in a set?

Question #67

Describe the batch item change process. Which fields can be updated in this process? Can items be batch changed if attached to the same bib record and/or different bib records?

Question #68

Describe the bib record merging process. Can MARC tags be retained from the dying bib record into the surviving bib record? Are all item records, copy records and request queues moved to the surviving bib record?

Question #69

Describe the process of creating an original MARC record in the proposed system. Can default templates be created by the staff that include fixed field data, MARC tag prompts and variable field data?

Question #70

Describe the process of using OCLC Connexion Client to import a record into the proposed system. Can the staff designate specific MARC fields to be removed during the import process?

Question #71

What are the standard browse and keyword indexes for bibliographic and patron records?

Question #72

Can bib records, each with hold queues attached, be merged with hold queues blended and ordered by date of hold?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #73

Please provide a screen shot of multiple copies or items on a bib record.

Question #74

Please describe how non-unique call numbers are handled in your system (e.g., titles with the same call number of "FICTION").

Question #75

Please explain how your system can generate or identify a list of on-order and new titles recently acquired or cataloged.

Question #76

How does your system handle damaged items?

**Acquisitions and Serials:**

Question #77

Please describe your end-of-year fiscal rollover process.

Question #78

Can acquisitions monetary functions be separated by groups of libraries?

Question #79

Can an entire Purchase Order (PO) be cancelled at one time, not just a line at a time?

Question #80

Is there a limit to the number of funds that can be created? Can they be assigned categories that can be searched?

Question #81

Are funds updated in real time as POs and invoices are created, or is there a report or day-end process that must be completed before encumbered, expended, and available balances are adjusted?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #82

What is the maximum number of lines that can be on a PO?

Question #83

Can there be several holdings codes on one PO?

Question #84

Can we batch edit holding codes in a PO?

Question #85

How difficult is it to “undo” a PO line?

Question #86

Please describe the viewing and reporting options for the materials budget. Which are viewed within the acquisitions module and which have to have a report run?

Question #87

When importing a selection list for duplicates from a vendor database will the imported ISBN appear in the PO ISBN field if the bibliographic record in the catalog contains multiple ISBNs?

Question #88

Please describe how the system can report encumbrances and expenditures by library, materials format, age level, and other library-designated categories. What special set-ups (policies, codes, formatting, etc.) are necessary to do this? For example, how could we determine how much we had spent on children’s books at a particular library?

Question #89

Please describe the options and process for placing orders that include number of copies, distribution among libraries, and funds to be used at our materials vendors’ websites, then importing that data to create orders and adjust fund encumbrances/balances in your system’s acquisitions module. Please list all materials vendors your system currently does this with, and describe any differences in the process among materials vendors.

Question #90

Please list the available chronology patterns available to create custom patterns as needed.

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #91

Please describe your system's electronic ordering, claiming, and invoicing capabilities. Include a list of all material vendors with which you have successfully exchanged and processed orders, claims, invoices, and other messages.

Question #92

Please describe the process/steps used to set up and manage subscriptions where some but not all use copy records.

Question #93

Describe handling of order cancellations when patron holds are attached.

**System Administration:**

Question #94

Is record locking configured to prevent a single user from locking up every workstation trying to perform a certain function, e.g. paying fines?

Question #95

Can staff user views be changed to include/suppress fields, to change the order of fields, etc? Can this be done from a central location?

Question #96

Do checkout statistics record transaction location, borrower home library, and item owning library?

Question #97

What statistics are retained at the item level and bib level? Are there annual item statistics as well as total use to date?

Question #98

Can new bib indexes and limits be created locally, without vendor involvement?

Question #99

Can deletion of batches of item and bib records be performed via command line programs and/or can they be scheduled for off hours?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #100

Can export of bib records be automated? Can parameters be set, including export of item information only for a selected group of locations?

Question #101

Does the system provide SQL access for querying? For data manipulation? Can local system administrator create temporary tables? Permanent tables? Can staff views be created based on locally added tables?

Question #102

What special training or skills, e.g. API, SQL, etc., are required for staff to customize various components of the system such as staff functions, OPAC/Portal, and reports?

Question #103

Can users be assigned specific administrative tasks without granting them full access to all administrative functions?

Question #104

Please describe if and how local library personnel can specify open/closed dates without assistance from the System Administrator, and if on a local library basis will these settings determine due dates on items and levying of fines?

Question #105

Could B&ECPL create additional library locations (sites) without additional cost?

Question #106

How does a staff member log into the system? Do they have an option for library, department, group, or individual login?

Question #107

Please describe how the daily operational functions of the system are set up and how they work in the administration module (i.e. materials becoming lost, holds showing up on a pull holds list, holds expiring, notices being sent to patrons, etc.). Are these set up in back-end processes or are they controlled through scheduled reports or similar functionality?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #108

Please describe your process for loading patron records into the system.

Question #109

What help do you provide during conversion, especially with mapping?

Question #110

Could B&ECPL rename its libraries in the system without additional cost?

Question #111

Will you please describe the system's admin process for granting and revoking rights for staff access permission and for registered users and guest accounts?

Question #112

Can request placement rules be set by groups of item types/borrower types/pickup locations?

Question #113

Can priorities for filling holds be set by defined pickup location/filling location? Can this be done by groups of locations?

Question #114

Is self-registration supported? Please describe the Library's ability to define required fields and formatting, and any limits on that ability. What can patrons do with a self-registered card before staff have approved the application?

Question #115

To what extent can standard ILS system-generated terminology be edited by the System Administrator? (e.g. user status "delinquent")

Question #116

What is the maximum number of characters allowed on notices and receipts? What limits are there to customizing the text on these?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #117

Indicate all of your character limits for policy files and all data entry fields.

Question #118

How can In Transit items be changed to a missing status if they fail to arrive at the destination library within a library-specified period of time? Can the system generate a report listing items whose status has changed?

Question #119

How does "Missing" function?

Question #120

Can the system prevent an item from being marked discard if it is checked out to a user?

**Reports:**

Question #121

Please describe the type of reporting capabilities the system provides, including those that are available in the base system and those available as a separate management/analytics report generator utility. Please include costs for any separate management report generator in the cost sheets.

Question #122

Please describe if and how ad hoc and custom reports may be run by combining data from two or more record types (e.g., bibliographic, item, patron, etc.) and/or with stored/compiled statistics without the use of SQL or other software or services for which there are additional charges?

Question #123

Does the system enable staff to create and save templates for customized reports and schedule them to run automatically and be delivered to staff email?

Question #124

Intentionally left blank.

**TABLE 2.1-4**  
**NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #125

Please describe the process for requesting customized reports. How are costs for customization determined? Are customizations carried through system upgrades?

Question #126

Which fields in records in system files are searchable using reports?

Question #127

Please describe the capabilities and workflow for creation and running of custom reports. Of interest are:

- Whether custom reports must be done at the System Administrator level or if local library personnel can do this?
- What tools can be used to create custom reports?
- How can custom reports be created by the System Administrator and later run by library personnel?

Question #128

Can patrons' email addresses be exported to generate email lists?

Question #129

Is there a SirsiDynix Director's Station equivalent for web-based report creation on collections, funds, circulation, etc.?

**Radio Frequency Identification (RFID)**

Question #130

Please describe how your system will seamlessly integrate and achieve 100% efficiency with the EnvisionWare RFID Suite.

Question #131

Please describe the procedure for all RFID circulation functions including staff checkout, discharge, renewal, drop box, and delivery. Describe specifically how your system works in concert with EnvisionWare's Staff Link software.

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #132

Please describe the procedure for all RFID self-check functions with EnvisionWare's OneStop software including patron authentication, circulation rules, overrides, renewals, fines (accruals and display), and receipt options.

Question #133

The B&ECPL plans to install an RFID driven Automated Materials Handling System (AMH) from Bibliotheca in at least one System location. Please explain how your system works with Bibliotheca RFID products.

Question #134

Please provide contact information for three of your customers who currently use RFID technology.

Question #135

The B&ECPL's RFID tags are 13.56 Mhz and ISO 15693/1800-3 compliant. Does this pose any issues for your system?

**Mobile Libraries:**

Question #136

Does your system have any features specific to a mobile library, for example: circulation, collection management, etc.?

**Financial:**

Question #137

Please describe any electronic financial reports available in your system. Can these reports be converted to Excel?

Question #138

Can your system function as a Point of Sale System (POS) or be interfaced with a POS system? If so, can this system generate a daily report for all financial transactions, categorized by type of transaction (similar to a cash register "z-report")?

Question #139

What information is recorded on borrower-related financial transactions?

**TABLE 2.1-4  
NGS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #140

Will you please describe if and how your NGS allows users to make credit card payments – and for what? Does this service exist external to the ILS, and if so, who provides it? Please describe if and what the library is required to do to meet PCI compliance and any credit card security requirements.

Question #141

Can your system generate a daily report listing all invoices that were paid? This report would include data such as: vendor, invoice number, fund, etc.

Question #142

Is there an equivalent of the current Symphony Debt Collection module that flags and tracks borrowers that meet certain criteria for collection agency referral?

Question #143

How are payments made by patrons at one library tracked so the funds can be reimbursed to another library that owns the materials?

Question #144

Can your system place back on the record a fine that was cleared in error?

**TABLE 2.1-5  
B&ECPL NGS TRAINING REQUIREMENTS**

Please provide a cost quotation as requested in Table 2.1-2, Line 5.3, for training services at the following levels, for which full descriptions are requested in Part 1.4 of your Proposal, per Section 3.1.4 of this RFP:

- General Training of B&ECPL staff in system concepts and the requirements for system operation and performance.
- Technical Training of key personnel in technical aspects of the system, including hardware, software, telecommunications, and housekeeping. This training is to include troubleshooting, first-level maintenance, and daily operation of the system.
- Applications Training of the following personnel estimated in the following table – including some who will become trainers and will be responsible for training of other staff:

<b>MODULE/FUNCTION</b>	<b>STAFF TO BE TRAINED</b>	<b>TRAINERS TO BE TRAINED</b>	<b>PERSONNEL TO BE TRAINED BY VENDOR</b>
<i>General Overview:</i>	<i>≤ 1445</i>		
<i>Acquisitions</i>	<i>10</i>	<i>5</i>	<i>5</i>
<i>Circulation</i>	<i>500</i>	<i>10</i>	<i>10</i>
<i>Cataloging</i>	<i>10</i>	<i>5</i>	<i>5</i>
<i>Facilities (Room Booking/Scheduling)</i>	<i>125</i>	<i>5</i>	<i>5</i>
<i>Program Registration</i>	<i>200</i>	<i>5</i>	<i>5</i>
<i>Serials</i>	<i>10</i>	<i>5</i>	<i>5</i>
<i>IT System Administrators</i>	<i>10</i>	<i>10</i>	<i>10</i>
<i>IT System Operators</i>	<i>10</i>	<i>5</i>	<i>5</i>
<i>IT API/Reports</i>	<i>5</i>	<i>5</i>	<i>5</i>
<i>Public Services</i>	<i>500</i>	<i>10</i>	<i>10</i>
<b>ESTIMATED TOTAL</b>	<b>1380</b>	<b>65</b>	<b>65</b>
<b>PERSONNEL TO BE TRAINED</b>			

- Ongoing Training for new libraries, new functions, software enhancements, and new system components.

**2.2 CONFIGURATION #2: ON-PREMISE SERVER-BASED STANDALONE NGS TEST AND TRAINING SYSTEM FOR B&ECPL**

Please propose an On-Premise Standalone Test and Training System that would be provided as a total, turnkey Hardware/Software Server solution and have the same software modules as Configuration #1, and would be used for training staff, examining data migration test files, and testing software releases.

The Hardware/Software Server should be sized for  $\geq 100$  concurrent users.

Cost Form for Configuration #2

Table 2.2-1 contains a Cost Form for providing quotes for Configuration #2.

**TABLE 2.2-1**  
**Configuration #2 Cost Form**  
**COST SUMMARY FOR ON-PREMISE SERVER-BASED STANDALONE NGS TEST**  
**AND TRAINING SYSTEM**

Please include the completed Cost Form in Part 2 of your Proposal.

(1)	(2)	(3)
<u>Category</u>	<u>One-Time</u> <u>\$ Cost</u>	<u>Annual</u> <u>\$ Cost</u>
<b>1 Central Site Hardware</b>		
1.1 Database/Application Server		
1.2 Web Server		
1.3 Disk storage		
1.4 Operating system software, utilities		
1.5 Uninterruptable power supply		
1.6 Web/Portal Servers		
1.7 Other server(s)		
1.8 Backup device		
1.9 Other		
1.10 <b>SUBTOTAL: Hardware</b>		
<b>2 Applications Software and Utilities</b>		
<b>(include costs for all items from Table 2.1-1)</b>		
2.1 Bibliographic Database System (including DBMS license)		
2.2 Cataloging (with Authority Control)		
2.3 Acquisitions (with Fund Accounting)		
2.4 Serials Control (with Fund Accounting)		
2.5 OPAC		
2.6 Portal Module		
2.7 Circulation System		
2.8 Stock Rotation Module/Capability		
2.9 Course Reserve Module <b>NOT REQUIRED</b>		
2.10 Facilities (Room) Booking and Scheduling Module		
2.11 Program Registration		
2.12 Inventory Control		
2.13 ILL Management System		
2.14 Z39.50 Server		
2.15 Z39.50 Client module		
2.16 Management Information System/ Report Generator		
2.17 Subscription Services <b>NOT REQUIRED</b>		
2.18 Electronic Resource Management <b>NOT REQUIRED</b>		
2.19 Staff client licenses		
2.20 System Administration Module		
2.21 <b>SUBTOTAL: APPLICATIONS SOFTWARE</b>		

**TABLE 2.2-1**  
**Configuration #2 Cost Form**  
**COST SUMMARY FOR ON-PREMISE SERVER-BASED STANDALONE NGS TEST**  
**AND TRAINING SYSTEM**

Please include the completed Cost Form in Part 2 of your Proposal.

<u>(1)</u> <u>Category</u>	<u>(2)</u> <u>One-</u> <u>Time</u> <u>\$ Cost</u>	<u>(3)</u> <u>Annual</u> <u>\$ Cost</u>
<b>3 Interfaces to other systems and services (See Section 5)</b>		
<b>3.1 SUBTOTAL: INTERFACES</b>		
<b>4 Data migration, preparation and loading of database</b>		
<b>5 Other costs:</b>		
5.1 Freight		
5.2 Installation (including expenses)		
5.3 Training (see Table 2.1-5 for requirements)		
5.4 Documentation		
5.5 Other		
<b>5.6 SUBTOTAL: Other Costs</b>		
<b>6 TOTAL SYSTEM COST</b>		
<b>7 Number of Users/User Licenses</b>		
<b>8 Amount of physical disk storage (GB)</b>		
8.1 Amount of logical storage as configured		
<b>9 Cost of disk storage</b>		
9.1 One-Time		
9.2 Annual Maintenance		
<b>10 Warranty Periods (in years)</b>		
10.1 Software		
10.2 Central Site Hardware		
<b>11 5-Year Costs</b>		
<b>11.1 All One-time costs</b>		
<b>11.2 Total of all recurring Costs for 5-years</b>		
<b>11.3 Total 5-year Cost (Line 11.1 + 11.2)</b>		
<i>(Note: These will be used to determine the quoted costs)</i>		

**2.3 CONFIGURATION #3:      **NEXT-GENERATION INTEGRATED LIBRARY SYSTEM  
AS A SERVICE (ILSaaS) FOR B&ECPL****

Please propose an NGS provided as Software as a Service (ILSaaS) delivered over the Internet that would be remotely operated and managed by vendor on behalf of B&ECPL, with identical functionality as Configuration #1, for the same number of users, and for the same interfaces.

Cost Form for Configuration #3

Table 2.3-1 contains a Cost Form for providing quotes for Configuration #3.

NGS ILSaaS Questions for Narrative Response

Table 2.3-2 presents a list of questions about your proposed Next-Generation Integrated Library System delivered as a Service (NGS ILSaaS) for you to answer.

**TABLE 2.3-1  
Configuration #3 Cost Form  
COST SUMMARY FOR NGS ILSaaS**

Please include the completed Cost Form in Part 2 of your Proposal.

(1) <u>Category</u>	(2) <u>One-Time \$ Cost</u>	(3) <u>Annual \$ Cost</u>
<b>1 Application Software Services</b>		
1.1 System Provision		
1.2 Customization/programming		
1.3 Profile Development and Setup		
1.4 Other (_____)		
1.5 Web/Portal Servers		
1.6 Other server(s)		
1.7 Backup device		
1.8 Other		
1.9 <b>SUBTOTAL</b>		
<b>2 Other Costs</b>		
2.1 Data Extraction, Conversion, and Loading		
2.2 Training		
2.3 Training Travel Expenses		
2.4 Installation (including expenses)		
2.5 Other (_____)		
2.6 <b>SUBTOTAL</b>		
<b>3 Interfaces to other systems (same as Configuration #1)</b>		
<b>4 TOTAL SYSTEM COST</b>		
<b>5 5-Year Costs</b>		
5.1 All One-time costs		
5.2 Total of all recurring Costs for 5-years		
5.3 Total 5-year Cost (Line 5.1 + 5.2)		
<i>(Note: These will be used to determine the quoted costs)</i>		

**TABLE 2.3-2  
ILSaaS QUESTIONS FOR NARRATIVE RESPONSE**

**Please respond in writing straightforwardly to the following questions; as a courtesy to readers; please repeat each question with your answer. Please include the questions and answers in Part 3 of your Proposal.**

Question #1

Does the software you would provide for a Next-Generation Integrated Library System as a Service (ILSaaS) have the same – identical – functionality as you would provide for an On-Premise Server-Based System? If not, please describe the differences.

Question #2

Are the responses you have provided to Table 2.1.1 valid for both your ILSaaS and On-Premise Server-Based System offerings? Please describe any differences.

Question #3

How does your proposed ILSaaS provide scalability?

Question #4

How does/will the lack of Net Neutrality impact the performance of your service?

Question #5

Will you warrant the functionality, response time performance, and availability of your ILSaaS? Is your ILSaaS available 7x24x365? Please describe your warranties of the functions, response time performance, and availability of your service.

Question #6

Will you please describe how, where, and by whom your ILSaaS is hosted, and the platforms that are used (hardware and operating system platforms and database management system)?

Question #7

Will you please describe your plans for disaster recovery for ILSaaS host facilities and operations? How would your ILSaaS delivery be continued?

Question #8

Is the ILSaaS on a stand-alone server? Is it on multiple servers? Is it on dedicated or shared server(s)?

**TABLE 2.3-2  
ILSaaS QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #9

How do you communicate plans and arrangements for scheduled maintenance? How much downtime is required for maintenance? How far in advance would we be notified for scheduled maintenance and scheduled system unavailability?

Question #10

Will you please describe how, where, and by whom, ILSaaS software upgrades are handled? How often are there integer releases and dot releases?

Question #11

Please describe how you provide security for delivery of your ILSaaS and its data over the Internet and into local networks?

Question #12

Please describe what and how access to the system policies, settings, tables, and raw data would be provided to the B&ECPL System Administrator and to personnel in B&ECPL libraries?

Question #13

Please describe if and how the B&ECPL System Administrator and personnel in B&ECPL community libraries can request and run reports and other batch processing operations?

Question 14#

Where – in what city, state, country, continent -- are your development personnel located?

**2.4 CONFIGURATION #4:      **NGS TEST AND TRAINING SYSTEM AS A SERVICE (ILSaaS) FOR B&ECPL****

Please propose an NGS Test and Training System provided as a service (ILSaaS) delivered over the Internet that would be remotely operated and managed by vendor on behalf of B&ECPL, with identical functionality as Configuration #3, with the same number of users as Configuration #2.

**Cost Form for Configuration #4**

Table 2.4-1 contains a Cost Form for providing quotes for Configuration #4.

**TABLE 2.4-1**

**Configuration #4 Cost Form**

**COST SUMMARY FOR NGS TEST AND TRAINING SYSTEM AS A SERVICE (ILSaaS)**

Please include the completed Cost Form in Part 2 of your Proposal.

(1)	(2)	(3)
<u>Category</u>	<u>One-Time \$ Cost</u>	<u>Annual \$ Cost</u>
<b>1 Application Software Services</b>		
1.1 System Provision		
1.2 Customization/programming		
1.3 Profile Development and Setup		
1.4 Other (_____)		
1.5 Web/Portal Servers		
1.6 Other server(s)		
1.7 Backup device		
1.8 Other		
1.9 <b>SUBTOTAL</b>		
<b>2 Other Costs</b>		
2.1 Data Extraction, Conversion, and Loading		
2.2 Training		
2.3 Training Travel Expenses		
2.4 Installation (including expenses)		
2.5 Other (_____)		
2.6 <b>SUBTOTAL</b>		
<b>3 Interfaces to other systems (same as Configuration #1)</b>		
<b>4 TOTAL SYSTEM COST</b>		
<b>5 5-Year Costs</b>		
5.1 All One-time costs		
5.2 Total of all recurring Costs for 5-years		
5.3 Total 5-year Cost (Line 5.1 + 5.2)		
<b>(Note: These will be used to determine the quoted costs)</b>		

## 2.5 CONFIGURATION #5: DISCOVERY SERVICE FOR B&ECPL

Configuration #5 is for a Discovery Service to search B&ECPL's databases, OPAC, State-provided resources, and Internet resources.

B&ECPL's user populations are estimated to be:

Active Registered Patrons	284,000
Staff FTE	436.0
Population of Area Served	919,040

### Checklist of Features and Functionality of Discovery Services

Table 2.5-1 presents a checklist of features and functionality of Discovery Services. Please indicate for the Discovery Service you are quoting for Configuration #5 whether the described feature or function is available (in general release and installed in at least one customer site), planned or in development (with a specific hard release date), or not available.

### Cost Form for Discovery Services

Table 2.5-2 contains a cost form for providing quotes for Configuration #5.

### Lists of Resources to be Searched

Table 2.5-3 contains a list of B&ECPL's databases to be searched.

Table 2.5-4 describes the e-resources available from the State that are to be searched.

Table 2.5-5 lists B&ECPL's Subject Guides, which contain links to external Internet sites.

### Discovery Service Questions for Narrative Response

Table 2.5-6 presents a list of questions about your proposed Discovery Service for you to answer.

**TABLE 2.5-1**

**CHECKLIST OF FEATURES AND FUNCTIONALITY OF DISCOVERY SERVICES (DS)**

In the checklist that follows, please indicate a Yes or No answer to each question posed of your Discovery Service (DS). Please include the completed checklist in Part 3 of your Proposal, to specify the items, functions, and capabilities included in your quotation for Configuration #5 Discovery Service.

(1)	(2)	(3)		(4)	(5)
		Date Available	Installed in a Library		
Features and Functions		YES	NO		
1	Is there a single search box for your service?				
1.1	Can it be embedded in any Web page?				
2	Does your service perform searches:				
2.1	Against an aggregated physical index of harvested metadata?				
2.2	With federated searching capabilities?				
2.2.1	With Z39.50 connectors?				
2.2.2	With custom-built connectors?				
2.2.3	With other types of connectors?				
2.3	With semantic searching capabilities?				
3	Are metadata harvested and aggregated into a physical index?				
3.1	Could there be more than one aggregated physical index for services to B&ECPL?				
4	Could metadata be harvested from B&ECPL's Next-Generation Integrated Library System (NGS) service for your DS for B&ECPL?				
4.1	Would these metadata be added to the physical index?				
5	Could metadata be harvested from open content web sites designated by B&ECPL for your DS for B&ECPL?				
5.1	Could these metadata be added to the physical index?				
6	Could metadata be harvested from each subscription database (see Table 2.5-3)?				
6.1	Would these metadata be added to the physical index?				

TABLE 2.5-1

CHECKLIST OF FEATURES AND FUNCTIONALITY OF DISCOVERY SERVICES (DS)

In the checklist that follows, please indicate a Yes or No answer to each question posed of your Discovery Service (DS). Please include the completed checklist in Part 3 of your Proposal, to specify the items, functions, and capabilities included in your quotation for Configuration #5 Discovery Service.

(1)	(2)	(3)	(4)	(5)
	Date Available	Installed in a Library		Comments
Features and Functions		YES	NO	
7	Could metadata be harvested from other Member Library local systems or databases?			
7.1	Could these metadata be added to the physical index?			
7.2	From B&ECPL local history contents stored in Content DM and served by OCLC?			
7.3	From B&ECPL historic newspapers stored in and served by Chronam?			
8	Would the following e-resources be searched for B&ECPL by searches of an <b>aggregated physical index</b> :			
8.1	B&ECPL's Next-Generation Integrated Library System (NGS) service?			
8.2	B&ECPL's subscription databases (see Table 2.5-3)?			
8.3	Open content web sites designated by B&ECPL for your DS for B&ECPL?			
8.4	Information from other Member Library local systems or databases?			
9	Would the following e-resources be searched for B&ECPL by <b>federated searches</b> :			
9.1	B&ECPL's Next-Generation Integrated Library System (NGS) service?			
9.2	B&ECPL's subscription databases (see Table 2.5-3)?			
9.3	Open content web sites designated by B&ECPL for your DS for B&ECPL?			
9.4	Information from other Member Library local systems or databases?			

**TABLE 2.5-1**

**CHECKLIST OF FEATURES AND FUNCTIONALITY OF DISCOVERY SERVICES (DS)**

In the checklist that follows, please indicate a Yes or No answer to each question posed of your Discovery Service (DS). Please include the completed checklist in Part 3 of your Proposal, to specify the items, functions, and capabilities included in your quotation for Configuration #5 Discovery Service.

(1) Features and Functions	(2)	(3)	(4)	(5)
	Date Available	Installed in a Library		Comments
		YES	NO	
10 Does your service provide for user accounts and profiles?				
10.1 Are these stored in your system?				
10.2 Are these accessed in the Library's ILS?				
10.3 Can your service provide an alert service to users for new content for which metadata are harvested?				
11 Is authentication required?				
11.1 Is there automatic authentication by IP address?				
11.2 Is there authentication by user log-in?				
12 Is an A to Z list provided?				
12.1 Can a category list be created?				
13 Do or can search results include:				
13.1 Relevance ranking?				
13.2 Facets?				
13.3 URL linking?				
13.4 Enriched catalog data?				
13.5 Social networking information?				
13.6 Delivery of full content of discovered resources?				
13.7 "Do you mean?" hints				
13.8 Do you have an autocorrect feature?				
13.9 User option to pay-for-download of proprietary content to which user is not authenticated for access?				

TABLE 2.5-1

CHECKLIST OF FEATURES AND FUNCTIONALITY OF DISCOVERY SERVICES (DS)

In the checklist that follows, please indicate a Yes or No answer to each question posed of your Discovery Service (DS). Please include the completed checklist in Part 3 of your Proposal, to specify the items, functions, and capabilities included in your quotation for Configuration #5 Discovery Service.

(1) Features and Functions	(2)	(3)	(4)	(5)
	Date Available	Installed in a Library		Comments
		YES	NO	
14 Does your service interoperate or interface with e-commerce payment services?				
15 Are there interfaces for mobile devices?				
16 Are the interfaces ADA-compliant?				
17 Does your service interoperate or interface with other search engines?				
17.1 Google?				
17.2 Google Scholar?				
17.3 Google Earth?				
17.4 Yahoo?				
17.5 Bing?				
17.6 Wolfram Alpha?				
17.7 (Other)?				
17.8 (Other)?				
17.9 (Other)?				
18 Does your service search open content, e-book, and social networking sites?				
18.1 Project Gutenberg				
18.2 Google Books				
18.3 Google eBooks				
18.4 Amazon				
18.5 Freegal				
18.6 Barnes & Noble NOOKbook Store				
18.7 Overdrive's Digital Library Reserve				
18.8 Facebook				
18.9 Twitter				

**TABLE 2.5-1**

**CHECKLIST OF FEATURES AND FUNCTIONALITY OF DISCOVERY SERVICES (DS)**

In the checklist that follows, please indicate a Yes or No answer to each question posed of your Discovery Service (DS). Please include the completed checklist in Part 3 of your Proposal, to specify the items, functions, and capabilities included in your quotation for Configuration #5 Discovery Service.

(1) Features and Functions	(2)	(3)		(4)	(5)
	Date	Installed in a Library		Comments	
	Available	YES	NO		
18.10 YouTube					
18.11 EBL					
18.12 Pinterest					
18.13 Hathi Trust					
18.14 Google+					
18.15 Internet Archive					
18.16 Tumblr					
18.17 Chronicling America, Historical American Newspapers					
18.18 Other?					
19 Does your service allow for customizations?					
19.1 For search results?					
19.2 For look and feel?					
21 Does your service have skins?					
22 Does your service provide usage reports?					

**TABLE 2.5-2**  
**Configuration #5 Cost Form**  
**COST SUMMARY FOR DISCOVERY SERVICE**

Please include the completed Cost Form in Part 2 of your Proposal.

(1) <u>Category</u>	(2) <u>One-Time \$ Cost</u>	(3) <u>Annual \$ Cost</u>
<b>1 Discovery Services</b>		
1.1 Services Provision		
1.2 Customization/programming		
1.3 Profile Development and Setup		
1.4 Other		
1.5 Other		
1.6 Other		
1.7 Other ( _____ )		
1.8 <b>SUBTOTAL</b>		
<b>2 Other Costs</b>		
2.1 _____		
2.2 _____		
2.3 _____		
2.4 _____		
2.5 Other ( _____ )		
2.6 <b>SUBTOTAL</b>		
<b>3 TOTAL SYSTEM COSTS</b>		
<b>4 5-Year Costs</b>		
4.1 All One-time costs		
4.2 Total of all recurring Costs for 5-years		
4.3 Total 5-year Cost (Line 4.1 + 4.2)		
<b>(Note: These will be used to determine the quoted costs)</b>		

**TABLE 2.5-3**  
**B&ECPL's SUBSCRIPTION DATABASES TO BE SEARCHED**  
<http://www.buffalolib.org/content/research>

NAME	URL
African-American History Online	<a href="http://online.infobaselearning.com/Direct.aspx?aid=15998&amp;pid=WE01">http://online.infobaselearning.com/Direct.aspx?aid=15998&amp;pid=WE01</a>
All Data Auto Repair (Central Only)	<a href="http://library.alldatapro.com/">http://library.alldatapro.com/</a>
America's News Magazines	<a href="http://infoweb.newsbank.com/cgi-bin/remote/login.pl?db=AMNP">http://infoweb.newsbank.com/cgi-bin/remote/login.pl?db=AMNP</a>
Ancestry Library (No remote access)	<a href="http://ancestrylibrary.proquest.com/">http://ancestrylibrary.proquest.com/</a>
Biography in Context	<a href="http://ic.galegroup.com/ic/bic1/?userGroupName=buffalo_main">http://ic.galegroup.com/ic/bic1/?userGroupName=buffalo_main</a>
Black Studies Center	<a href="http://bsc.chadwyck.com/?instit1=njefflly&amp;instit2=welcome">http://bsc.chadwyck.com/?instit1=njefflly&amp;instit2=welcome</a>
Buffalo News	<a href="http://infoweb.newsbank.com/cgi-bin/remote/login.pl?db=BNWB">http://infoweb.newsbank.com/cgi-bin/remote/login.pl?db=BNWB</a>
Chilton Library	<a href="http://infotrac.galegroup.com/itweb/buffalo_main?db=CHLL">http://infotrac.galegroup.com/itweb/buffalo_main?db=CHLL</a>
College Source Online	<a href="http://www.collegesource.org/">http://www.collegesource.org/</a>
Consumer Reports (Subcollection of MasterFile Premier)	<a href="http://search.ebscohost.com/login.aspx?direct=true&amp;AuthType=cookie,ip,url,cpid&amp;custid=s9156396&amp;db=f5h&amp;jid=CRP&amp;site=ehost-live">http://search.ebscohost.com/login.aspx?direct=true&amp;AuthType=cookie,ip,url,cpid&amp;custid=s9156396&amp;db=f5h&amp;jid=CRP&amp;site=ehost-live</a>
CountryWatch	<a href="http://www.countrywatch.com/ip/default.asp">http://www.countrywatch.com/ip/default.asp</a> <a href="http://www.countrywatch.com/url/default.asp">http://www.countrywatch.com/url/default.asp</a> (Remote)
CQ Researcher Plus Archive	<a href="http://library.cqpress.com/cqresearcher">http://library.cqpress.com/cqresearcher</a>
Enciclopedia Estudiantil Hallazgos (Spanish World Book)	<a href="http://www.worldbookonline.com/eeh/home?&amp;uid=buffalo&amp;pwd=erie">http://www.worldbookonline.com/eeh/home?&amp;uid=buffalo&amp;pwd=erie</a>
FindLaw (Website)	<a href="http://www.findlaw.com/">http://www.findlaw.com/</a>
Foundation Directory Online (Central, Audubon, Collins, Kenmore and Lancaster Libraries only)	<a href="https://fconline.foundationcenter.org/ipl.php">https://fconline.foundationcenter.org/ipl.php</a>
Foundation Grants to Individuals (Central, Audubon, Collins, Kenmore and Lancaster Libraries only)	<a href="http://gtonline.fdncenter.org/ipl.php">http://gtonline.fdncenter.org/ipl.php</a>
Gale Virtual Reference Library	<a href="http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=GVRL">http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=GVRL</a>
HeinOnline Legal Database (No remote access)	<a href="http://heinonline.org/HOL/Welcome">http://heinonline.org/HOL/Welcome</a>
Heritage Quest Online	<a href="http://www.heritagequestonline.com/refurl">http://www.heritagequestonline.com/refurl</a>
JobNow	<a href="http://main.Cheektowaga.jobnow.ny.brainfuse.com">http://main.Cheektowaga.jobnow.ny.brainfuse.com</a>
LearningExpress Library	<a href="http://www.learningexpresslibrary3.com/?AuthToken=D0E81F13-4A17-4A62-9997-9BFE7F00DDFE">http://www.learningexpresslibrary3.com/?AuthToken=D0E81F13-4A17-4A62-9997-9BFE7F00DDFE</a>
Library, Information Science & Technology	<a href="http://search.ebscohost.com/login.aspx?authtype=ip,url,cpid&amp;custid=s9156396&amp;profile=ehost&amp;defaultdb=lxh">http://search.ebscohost.com/login.aspx?authtype=ip,url,cpid&amp;custid=s9156396&amp;profile=ehost&amp;defaultdb=lxh</a>
Literature Criticism Online	<a href="http://infotrac.galegroup.com/itweb/buffalo_main?db=LCO">http://infotrac.galegroup.com/itweb/buffalo_main?db=LCO</a>
Literature Resource Center	<a href="http://infotrac.galegroup.com/itweb/buffalo%5Fmain?db=LitRC">http://infotrac.galegroup.com/itweb/buffalo%5Fmain?db=LitRC</a> <a href="http://infotrac.galegroup.com/itweb/buffalo_remote?db=LitRC">http://infotrac.galegroup.com/itweb/buffalo_remote?db=LitRC</a> (Remote)
LitFinder	<a href="http://go.galegroup.com/ps/start.do?p=LITF&amp;u=buffalo_main">http://go.galegroup.com/ps/start.do?p=LITF&amp;u=buffalo_main</a> <a href="http://go.galegroup.com/ps/start.do?p=LITF&amp;u=buffalo_remote">http://go.galegroup.com/ps/start.do?p=LITF&amp;u=buffalo_remote</a> (Remote)
Mango Languages	<a href="http://libraries.mangolanguages.com/buffalo/start">http://libraries.mangolanguages.com/buffalo/start</a>
MasterFile Premier	<a href="http://search.ebscohost.com/login.aspx?authtype=ip,url,cpid&amp;custid=s9156396&amp;">http://search.ebscohost.com/login.aspx?authtype=ip,url,cpid&amp;custid=s9156396&amp;</a>

	<a href="#">profile=ehost&amp;defaultdb=f5h</a>
MEDLINE Plus (Website)	<a href="http://www.nlm.nih.gov/medlineplus">http://www.nlm.nih.gov/medlineplus</a>
MEDLINE Plus Spanish (Website)	<a href="http://www.nlm.nih.gov/medlineplus/spanish/">http://www.nlm.nih.gov/medlineplus/spanish/</a>
Mergent Online	<a href="http://www.buffalolib.org/MergentRemoteLogin.html">http://www.buffalolib.org/MergentRemoteLogin.html</a>
Morningstar Investment Research Center	<a href="http://library.morningstar.com/">http://library.morningstar.com/</a> <a href="http://library.morningstar.com/remote.html">http://library.morningstar.com/remote.html</a> (Remote)
New York Code Rules and Regulations (Website)	<a href="http://www.dos.state.ny.us/info/nycrr.html">http://www.dos.state.ny.us/info/nycrr.html</a>
Novelist K-8	<a href="http://search.ebscohost.com/login.aspx?authtype=ip,url,cpid&amp;custid=s9156396&amp;profile=novpk8">http://search.ebscohost.com/login.aspx?authtype=ip,url,cpid&amp;custid=s9156396&amp;profile=novpk8</a>
Novelist Plus	<a href="http://search.ebscohost.com/login.aspx?authtype=ip,url,cpid&amp;custid=s9156396&amp;profile=novplus">http://search.ebscohost.com/login.aspx?authtype=ip,url,cpid&amp;custid=s9156396&amp;profile=novplus</a>
ReferenceUSA Business	<a href="http://www.referenceusa.com/bd">http://www.referenceusa.com/bd</a>
Reference USA Canadian Business	<a href="http://www.referenceusa.com/cbd">http://www.referenceusa.com/cbd</a>
Reference USA Canadian Residential	<a href="http://www.referenceusa.com/crd">http://www.referenceusa.com/crd</a>
ReferenceUSA Health Care	<a href="http://www.referenceusa.com/ad">http://www.referenceusa.com/ad</a>
ReferenceUSA International Business (OneSource)	<a href="http://www.referenceusa.com/">http://www.referenceusa.com/</a>
ReferenceUSA New Businesses	<a href="http://www.referenceusa.com/">http://www.referenceusa.com/</a>
ReferenceUSA New Movers	<a href="http://www.referenceusa.com/NM">http://www.referenceusa.com/NM</a>
ReferenceUSA Residential	<a href="http://www.referenceusa.com/">http://www.referenceusa.com/</a>
Salem Health	<a href="http://health.salempress.com/">http://health.salempress.com/</a>
Salem History	<a href="http://history.salempress.com/">http://history.salempress.com/</a>
Sanborn Maps of the New York 1867-1970	<a href="http://sanborn.umi.com/">http://sanborn.umi.com/</a> <a href="http://sanborn.umi.com/cgi-bin/auth.cgi?command=URL_Auth">http://sanborn.umi.com/cgi-bin/auth.cgi?command=URL_Auth</a> (Remote)
U.S. History in Context	<a href="http://ic.galegroup.com/ic/uhic/?userGroupName=buffalo_main">http://ic.galegroup.com/ic/uhic/?userGroupName=buffalo_main</a>
USA.gov (Website)	<a href="http://www.usa.gov/">http://www.usa.gov/</a>
World Book Kids	<a href="http://www.worldbookonline.com/pl/forkids/home?&amp;uid=buffalo&amp;pwd=erie">http://www.worldbookonline.com/pl/forkids/home?&amp;uid=buffalo&amp;pwd=erie</a>
World Book Online	<a href="http://www.worldbookonline.com/pl/infofinder/home?&amp;uid=buffalo&amp;pwd=erie">http://www.worldbookonline.com/pl/infofinder/home?&amp;uid=buffalo&amp;pwd=erie</a>
World History in Context	<a href="http://ic.galegroup.com/ic/whic/?userGroupName=buffalo_main">http://ic.galegroup.com/ic/whic/?userGroupName=buffalo_main</a>

**TABLE 2.5-4  
STATE-PROVIDED DATABASES TO BE SEARCHED**

**<http://www.buffalolib.org/content/research>**

NAME	URL
Academic OneFile	<a href="http://find.galegroup.com/gtx/start.do?prodId=AONE&amp;userGroupName=nysl_we_becpl">http://find.galegroup.com/gtx/start.do?prodId=AONE&amp;userGroupName=nysl_we_becpl</a>
Business Insights: Essentials	<a href="http://infotrac.galegroup.com/itweb/buffalo_main?db=BIE">http://infotrac.galegroup.com/itweb/buffalo_main?db=BIE</a>
eLibrary Elementary	<a href="http://elibrary.bigchalk.com/k6">http://elibrary.bigchalk.com/k6</a>
Gannett Newsstand Complete	<a href="http://search.proquest.com">http://search.proquest.com</a>
General OneFile	<a href="http://find.galegroup.com/gtx/start.do?prodId=ITOF&amp;userGroupName=nysl_we_becpl">http://find.galegroup.com/gtx/start.do?prodId=ITOF&amp;userGroupName=nysl_we_becpl</a>
Grolier Kids	<a href="http://go-kids.grolier.com/">http://go-kids.grolier.com/</a>
Grolier Online	<a href="http://go-passport.grolier.com/">http://go-passport.grolier.com/</a>
Health Reference Center Academic	<a href="http://find.galegroup.com/gtx/start.do?prodId=HRCA&amp;userGroupName=nysl_we_becpl">http://find.galegroup.com/gtx/start.do?prodId=HRCA&amp;userGroupName=nysl_we_becpl</a>
Kids InfoBits	<a href="http://galesupport.com/novelGeo/novelGeoLink.php?loc=buffalo_main&amp;db=ITKE">http://galesupport.com/novelGeo/novelGeoLink.php?loc=buffalo_main&amp;db=ITKE</a>
National Newspaper Index	<a href="http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=NNI">http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=NNI</a>
New York State Newspapers	<a href="http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=SP01">http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=SP01</a>
New York Times	<a href="http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=SP02">http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=SP02</a>
Newsstand	<a href="http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=STND">http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=STND</a>
Opposing Viewpoints	<a href="http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=OVIC">http://infotrac.galegroup.com/itweb/nysl_we_becpl?db=OVIC</a>

**TABLE 2.5-5  
B&ECPL ACCESS TO SELECTED INTERNET SITES**

**<http://www.buffalolib.org/content/subject-guides/all>**

To supplement our Database page, the Library also offers various Subject Guides that include databases, Internet sites selected by Library staff, and links into the Library's Catalog.

NAME OF GUIDE	URL
Adoption	<a href="http://www.buffalolib.org/content/subject-guides/adoption">http://www.buffalolib.org/content/subject-guides/adoption</a>
Affordable Care Act	<a href="http://www.buffalolib.org/content/subject-guides/affordable-care-act-obamacare">http://www.buffalolib.org/content/subject-guides/affordable-care-act-obamacare</a>
African-American Heritage	<a href="http://www.buffalolib.org/content/subject-guides/african-american-heritage">http://www.buffalolib.org/content/subject-guides/african-american-heritage</a>
American History	<a href="http://www.buffalolib.org/content/subject-guides/american-history">http://www.buffalolib.org/content/subject-guides/american-history</a>
Architecture	<a href="http://www.buffalolib.org/content/subject-guides/architecture">http://www.buffalolib.org/content/subject-guides/architecture</a>
Art and Antiques	<a href="http://www.buffalolib.org/content/subject-guides/art-and-antiques">http://www.buffalolib.org/content/subject-guides/art-and-antiques</a>
Astronomy	<a href="http://www.buffalolib.org/content/subject-guides/astronomy">http://www.buffalolib.org/content/subject-guides/astronomy</a>
BABEL 2014/2015 Season, 1-Colum McCann	<a href="http://www.buffalolib.org/content/subject-guides/babel-20142015-season-1-colum-mccann">http://www.buffalolib.org/content/subject-guides/babel-20142015-season-1-colum-mccann</a>
BABEL 2014/2015 Season, 2-David Henry Hwang	<a href="http://www.buffalolib.org/content/subject-guides/babel-20142015-season-2-david-henry-hwang">http://www.buffalolib.org/content/subject-guides/babel-20142015-season-2-david-henry-hwang</a>
BABEL 2014/2015 Season, 3-Chimamanda Ngozi Adichie	<a href="http://www.buffalolib.org/content/subject-guides/babel-20142015-season-3-chimamanda-ngozi-adichie">http://www.buffalolib.org/content/subject-guides/babel-20142015-season-3-chimamanda-ngozi-adichie</a>
BABEL 2014/2015 Season, 4-Patti Smith	<a href="http://www.buffalolib.org/content/subject-guides/babel-20142015-season-4-patti-smith">http://www.buffalolib.org/content/subject-guides/babel-20142015-season-4-patti-smith</a>
Biography	<a href="http://www.buffalolib.org/content/subject-guides/biography">http://www.buffalolib.org/content/subject-guides/biography</a>
Biology	<a href="http://www.buffalolib.org/content/subject-guides/biology">http://www.buffalolib.org/content/subject-guides/biology</a>
Buffalo Tourism	<a href="http://www.buffalolib.org/content/subject-guides/buffalo-tourism">http://www.buffalolib.org/content/subject-guides/buffalo-tourism</a>
Bullying Prevention	<a href="http://www.buffalolib.org/content/subject-guides/bullying-prevention">http://www.buffalolib.org/content/subject-guides/bullying-prevention</a>
Cars, Trucks, RVs and Motorcycles	<a href="http://www.buffalolib.org/content/subject-guides/cars-trucks-rvs-and-motorcycles">http://www.buffalolib.org/content/subject-guides/cars-trucks-rvs-and-motorcycles</a>
Chemistry	<a href="http://www.buffalolib.org/content/subject-guides/chemistry">http://www.buffalolib.org/content/subject-guides/chemistry</a>
Citizenship	<a href="http://www.buffalolib.org/content/subject-guides/citizenship">http://www.buffalolib.org/content/subject-guides/citizenship</a>
College Information	<a href="http://www.buffalolib.org/content/subject-guides/college-information">http://www.buffalolib.org/content/subject-guides/college-information</a>
Consumer Health	<a href="http://www.buffalolib.org/content/subject-guides/consumer-health">http://www.buffalolib.org/content/subject-guides/consumer-health</a>
Consumer Information	<a href="http://www.buffalolib.org/content/subject-guides/consumer-information">http://www.buffalolib.org/content/subject-guides/consumer-information</a>
Cooking	<a href="http://www.buffalolib.org/content/subject-guides/cooking">http://www.buffalolib.org/content/subject-guides/cooking</a>
Crafts and Hobbies	<a href="http://www.buffalolib.org/content/subject-guides/crafts-and-hobbies">http://www.buffalolib.org/content/subject-guides/crafts-and-hobbies</a>
Disability History	<a href="http://www.buffalolib.org/content/subject-guides/disability-history">http://www.buffalolib.org/content/subject-guides/disability-history</a>
Disability Resources	<a href="http://www.buffalolib.org/content/subject-guides/disability-resources">http://www.buffalolib.org/content/subject-guides/disability-resources</a>
Drugs and Supplements	<a href="http://www.buffalolib.org/content/subject-guides/drugs-and-supplements">http://www.buffalolib.org/content/subject-guides/drugs-and-supplements</a>
Education	<a href="http://www.buffalolib.org/content/subject-guides/education">http://www.buffalolib.org/content/subject-guides/education</a>
Energy Conservation	<a href="http://www.buffalolib.org/content/subject-guides/energy-conservation">http://www.buffalolib.org/content/subject-guides/energy-conservation</a>
Exercise and Fitness	<a href="http://www.buffalolib.org/content/subject-guides/exercise-and-fitness">http://www.buffalolib.org/content/subject-guides/exercise-and-fitness</a>
Gardening	<a href="http://www.buffalolib.org/content/subject-guides/gardening">http://www.buffalolib.org/content/subject-guides/gardening</a>
Genealogy	<a href="http://www.buffalolib.org/content/subject-guides/genealogy">http://www.buffalolib.org/content/subject-guides/genealogy</a>
General Reference	<a href="http://www.buffalolib.org/content/subject-guides/general-reference">http://www.buffalolib.org/content/subject-guides/general-reference</a>
General Science	<a href="http://www.buffalolib.org/content/subject-guides/general-science">http://www.buffalolib.org/content/subject-guides/general-science</a>

Geology	<a href="http://www.buffalolib.org/content/subject-guides/geology">http://www.buffalolib.org/content/subject-guides/geology</a>
German Heritage	<a href="http://www.buffalolib.org/content/subject-guides/german-heritage">http://www.buffalolib.org/content/subject-guides/german-heritage</a>
Government	<a href="http://www.buffalolib.org/content/subject-guides/government">http://www.buffalolib.org/content/subject-guides/government</a>
Green Living	<a href="http://www.buffalolib.org/content/subject-guides/green-living">http://www.buffalolib.org/content/subject-guides/green-living</a>
Health Care Reform	<a href="http://www.buffalolib.org/content/subject-guides/health-care-reform">http://www.buffalolib.org/content/subject-guides/health-care-reform</a>
Health Insurance Marketplace	<a href="http://www.buffalolib.org/content/subject-guides/health-insurance-marketplace">http://www.buffalolib.org/content/subject-guides/health-insurance-marketplace</a>
Healthy Eating	<a href="http://www.buffalolib.org/content/subject-guides/healthy-eating">http://www.buffalolib.org/content/subject-guides/healthy-eating</a>
Hispanic Heritage	<a href="http://www.buffalolib.org/content/subject-guides/hispanic-heritage">http://www.buffalolib.org/content/subject-guides/hispanic-heritage</a>
Holistic Health	<a href="http://www.buffalolib.org/content/subject-guides/holistic-health">http://www.buffalolib.org/content/subject-guides/holistic-health</a>
Home Improvements	<a href="http://www.buffalolib.org/content/subject-guides/home-improvements">http://www.buffalolib.org/content/subject-guides/home-improvements</a>
Immigrants, Refugees, and Non-Native English Speakers	<a href="http://www.buffalolib.org/content/subject-guides/immigrants-refugees-and-non-native-speakers">http://www.buffalolib.org/content/subject-guides/immigrants-refugees-and-non-native-speakers</a>
Irish Heritage	<a href="http://www.buffalolib.org/content/subject-guides/irish-heritage">http://www.buffalolib.org/content/subject-guides/irish-heritage</a>
Italian Heritage	<a href="http://www.buffalolib.org/content/subject-guides/italian-heritage">http://www.buffalolib.org/content/subject-guides/italian-heritage</a>
Job and Career Resources	<a href="http://www.buffalolib.org/content/job-and-career-resources">http://www.buffalolib.org/content/job-and-career-resources</a>
Kids' Resources	<a href="http://www.buffalolib.org/content/subject-guides/kids-resources">http://www.buffalolib.org/content/subject-guides/kids-resources</a>
Languages	<a href="http://www.buffalolib.org/content/subject-guides/languages">http://www.buffalolib.org/content/subject-guides/languages</a>
Law	<a href="http://www.buffalolib.org/content/subject-guides/law">http://www.buffalolib.org/content/subject-guides/law</a>
Literature	<a href="http://www.buffalolib.org/content/subject-guides/literature">http://www.buffalolib.org/content/subject-guides/literature</a>
Local Authors	<a href="http://www.buffalolib.org/content/subject-guides/local-authors">http://www.buffalolib.org/content/subject-guides/local-authors</a>
Local History	<a href="http://www.buffalolib.org/content/subject-guides/local-history">http://www.buffalolib.org/content/subject-guides/local-history</a>
Managing Your Health	<a href="http://www.buffalolib.org/content/subject-guides/managing-your-health">http://www.buffalolib.org/content/subject-guides/managing-your-health</a>
Math	<a href="http://www.buffalolib.org/content/subject-guides/math">http://www.buffalolib.org/content/subject-guides/math</a>
Mental Health	<a href="http://www.buffalolib.org/content/subject-guides/mental-health">http://www.buffalolib.org/content/subject-guides/mental-health</a>
Movies	<a href="http://www.buffalolib.org/content/subject-guides/movies">http://www.buffalolib.org/content/subject-guides/movies</a>
Music	<a href="http://www.buffalolib.org/content/subject-guides/music">http://www.buffalolib.org/content/subject-guides/music</a>
Native American Heritage	<a href="http://www.buffalolib.org/content/subject-guides/native-american-heritage">http://www.buffalolib.org/content/subject-guides/native-american-heritage</a>
News and Current Events	<a href="http://www.buffalolib.org/content/subject-guides/news-and-current-events">http://www.buffalolib.org/content/subject-guides/news-and-current-events</a>
Non-for-Profits and Grants	<a href="http://www.buffalolib.org/content/subject-guides/not-profits-and-grants">http://www.buffalolib.org/content/subject-guides/not-profits-and-grants</a>
Outdoor Recreation	<a href="http://www.buffalolib.org/content/subject-guides/outdoor-recreation">http://www.buffalolib.org/content/subject-guides/outdoor-recreation</a>
Paleontology	<a href="http://www.buffalolib.org/content/subject-guides/paleontology">http://www.buffalolib.org/content/subject-guides/paleontology</a>
Parenting	<a href="http://www.buffalolib.org/content/subject-guides/parenting">http://www.buffalolib.org/content/subject-guides/parenting</a>
Patent, Trademark, and Copyright	<a href="http://www.buffalolib.org/content/subject-guides/patent-trademark-and-copyright">http://www.buffalolib.org/content/subject-guides/patent-trademark-and-copyright</a>
Personal Finance	<a href="http://www.buffalolib.org/content/subject-guides/personal-finance">http://www.buffalolib.org/content/subject-guides/personal-finance</a>
Pets	<a href="http://www.buffalolib.org/content/subject-guides/pets">http://www.buffalolib.org/content/subject-guides/pets</a>
Philosophy	<a href="http://www.buffalolib.org/content/subject-guides/philosophy">http://www.buffalolib.org/content/subject-guides/philosophy</a>
Photography	<a href="http://www.buffalolib.org/content/subject-guides/photography">http://www.buffalolib.org/content/subject-guides/photography</a>
Physics	<a href="http://www.buffalolib.org/content/subject-guides/physics">http://www.buffalolib.org/content/subject-guides/physics</a>
Polish Heritage	<a href="http://www.buffalolib.org/content/subject-guides/polish-heritage">http://www.buffalolib.org/content/subject-guides/polish-heritage</a>
Psychology	<a href="http://www.buffalolib.org/content/subject-guides/psychology">http://www.buffalolib.org/content/subject-guides/psychology</a>
Senior Resources	<a href="http://www.buffalolib.org/content/subject-guides/senior-resources">http://www.buffalolib.org/content/subject-guides/senior-resources</a>

Small Business	<a href="http://www.buffalolib.org/content/subject-guides/small-business">http://www.buffalolib.org/content/subject-guides/small-business</a>
Sociology	<a href="http://www.buffalolib.org/content/subject-guides/sociology">http://www.buffalolib.org/content/subject-guides/sociology</a>
Sports	<a href="http://www.buffalolib.org/content/subject-guides/sports">http://www.buffalolib.org/content/subject-guides/sports</a>
Taxes	<a href="http://www.buffalolib.org/content/subject-guides/taxes">http://www.buffalolib.org/content/subject-guides/taxes</a>
Technology	<a href="http://www.buffalolib.org/content/subject-guides/technology">http://www.buffalolib.org/content/subject-guides/technology</a>
Telephone Directories	<a href="http://www.buffalolib.org/content/subject-guides/telephone-directories">http://www.buffalolib.org/content/subject-guides/telephone-directories</a>
Travel	<a href="http://www.buffalolib.org/content/subject-guides/travel">http://www.buffalolib.org/content/subject-guides/travel</a>
Veterans, Service Members, and Their Families	<a href="http://www.buffalolib.org/content/subject-guides/veterans-service-members-and-their-families">http://www.buffalolib.org/content/subject-guides/veterans-service-members-and-their-families</a>
Voting	<a href="http://www.buffalolib.org/content/subject-guides/voting">http://www.buffalolib.org/content/subject-guides/voting</a>
Weather	<a href="http://www.buffalolib.org/content/subject-guides/weather">http://www.buffalolib.org/content/subject-guides/weather</a>
Weddings	<a href="http://www.buffalolib.org/content/subject-guides/weddings">http://www.buffalolib.org/content/subject-guides/weddings</a>
Women's History	<a href="http://www.buffalolib.org/content/subject-guides/womens-history">http://www.buffalolib.org/content/subject-guides/womens-history</a>
World History	<a href="http://www.buffalolib.org/content/subject-guides/world-history">http://www.buffalolib.org/content/subject-guides/world-history</a>
World Religions	<a href="http://www.buffalolib.org/content/subject-guides/world-religions">http://www.buffalolib.org/content/subject-guides/world-religions</a>
Writing	<a href="http://www.buffalolib.org/content/subject-guides/writing">http://www.buffalolib.org/content/subject-guides/writing</a>
Zoology	<a href="http://www.buffalolib.org/content/subject-guides/zoology">http://www.buffalolib.org/content/subject-guides/zoology</a>

**TABLE 2.5-6  
DISCOVERY SERVICE QUESTIONS FOR NARRATIVE RESPONSE**

Please respond in writing straightforwardly to the following questions; as a courtesy to readers; please repeat each question with your answer. *Please include the questions and answers in Part 3 of your Proposal.*

Question #1

Do you have GPS authentication? If so, please explain how this works?

Question #2

What are your recommended PC workstation configuration requirements for Public Access PCs and users' personal PCs, laptops, netbooks, and other handheld devices operating with a Web browser, using your service?

Question #3

How does/will the lack of Net Neutrality impact the performance of your service?

Question #4

Will you warrant the response time performance of your service? Please describe your warranties of the functions and response time performance of your service.

Question #5

How does your proposed Discovery Service provide scalability?

Question #6

Please explain if and how your service can interoperate with B&ECPL's planned Next-Generation Integrated Library System (NGS) delivered as a service.

Question #7

Please explain if and how information from institutional systems and services other than the Library's NGS can be harvested and/or accessed and searched by your service.

Question #8

Please explain if and how users of your service – after entering the first search term - are required to enter additional search terms or information or make additional keystrokes.

Question #9

Please describe how you harvest metadata and construct indexes.

**TABLE 2.5-6  
DISCOVERY SERVICE QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #10

Please explain how often metadata are harvested and the index updated.

Question #11

Please describe the Open Content sources that your service searches.

Question #12

Please describe how, where, and by whom your Discovery Service is hosted, and the platforms that are used.

Question #13

Please describe how you provide security for delivery of your Discovery Service over the Internet and into local networks.

Question #14

What are your recommended bandwidth requirements per staff user and per public access user for Internet connection?

Question #15

Will your Discovery Service allow for format type limiters per search? If so, please list formats included.

Question #16

Could you explain what usage statistics are available and how they are made available? Are accesses for full text articles counted? Is the count of unique visitors tracked? Is it possible to use Google Analytics with your website so that the library can see the usage with a GA account?

Question #17

Please describe the interoperability between your discovery search functions and vendor databases? How do you ensure support for new and forthcoming databases?

Question #18

Please describe if and how (e.g., with what features) your Discovery Service incorporates semantic search.

**TABLE 2.5-6  
DISCOVERY SERVICE QUESTIONS FOR NARRATIVE RESPONSE, CONT'D**

Question #19

How do you handle remote authentication?

Question #20

Not all databases are offered at all locations. How would that be handled? Are separate profiles required?

Question #21

How are databases, websites, etc. added/removed from the federated search? What functionality is built into the administrative module?

Question #22

What happens if connectors can't be created for a given resource? How is the resource accessible?

Question #23

How long does it typically take to build a connector?

## **2.6 CONFIGURATION #6: SAMPLE PERIPHERAL DEVICES FOR USE WITH CONFIGURATIONS #1, #2, #3 AND #4**

B&ECPL requests quotations for peripheral devices that can be used specifically with the NGS proposed for Configurations #1, #2, #3 and #4.

### List of Peripheral Devices

Table 2.6-1 lists peripherals for which quotes are requested, so that B&ECPL can consider budget requirements and possible purchases

### Cost Form for Configuration #6

Table 2.6-2 contains a cost form for providing quotes for Configuration #6.

**TABLE 2.6.1**

**SAMPLE PERIPHERAL DEVICES FOR USE WITH CONFIGURATIONS #1, #2, #3 AND #4**

In the checklist that follows, please indicate a Yes or No if you are able to provide the specific device.

(1)		(2)	(3)	(4)
		Are you able to provide?		
		Yes	No	<u>Quantity to be Quoted</u>
<b>1</b>	<b>Device Types</b>			
1.1	Portable Inventory Control Device for Use with NGS			25
1.2	Laser Bar Code Reader for Use with NGS			25
1.3	Label Printer for Use with NGS			25
1.4	Receipt Printer for Use with NGS			25
1.5	Mobile device for staff access to NGS			25
1.6	Bluetooth Scanners			25
1.7	Bluetooth Printers			25
1.8	Bluetooth Receipt Printers			25
1.9	Mobile circulation devices			25
1.10	Circulation station for Library bookmobile			1

**TABLE 2.6.2**  
**Configuration #6 Cost Form**  
**COST SUMMARY FOR SAMPLE PERIPHERAL DEVICES FOR USE WITH**  
**CONFIGURATIONS #1, #2, #3 AND #4**

Please include the completed Cost Form in Part 2 of your Proposal.

<b>(1)</b> <b><u>Category</u></b>	<b>(2)</b> <b><u>\$ Cost per</u></b> <b><u>Device</u></b>	<b>(3)</b> <b><u>\$ Cost per</u></b> <b><u>Quantity</u></b> <b><u>of 25</u></b>
<b>1 Device Types</b>		
1.1 Portable Inventory Control Device for Use with NGS		
1.2 Laser Bar Code Reader for Use with NGS		
1.3 Label Printer for Use with NGS		
1.4 Receipt Printer for Use with NGS		
1.5 Mobile device for staff access to NGS		
1.6 Bluetooth Scanners		
1.7 Bluetooth Printers		
1.8 Bluetooth Receipt Printers		
1.9 Mobile circulation devices		
1.10 Circulation station for Library bookmobile		N/A
<b>2 5-Year Costs</b>		
<b>2.1 All One-time costs</b>		
<b>2.2 Total of all recurring Costs for 5-years</b>		
<b>2.3 Total 5-year Cost (Line 2.1 + 2..2)</b>		
<i>(Note: These will be used to determine the quoted costs)</i>		

**2.7 CONFIGURATION #7: ON-PREMISE DIGITAL ASSET MANAGEMENT SYSTEM FOR B&ECPL**

That would be provided as a total, turnkey Hardware/Software On-Premise Server-Based solution sized for 100 concurrent public and staff users: 5 Staff Users, and 95 Web Portal and Public Access Users independent of the integrated library system server. The requested system and services should include central site hardware and software configuration, plus services for installation, data migration, training, and support.

The Hardware/Software Server should be sized initially to store and serve approximately 70,200 digital objects and associated metadata consisting of images, audio and video. The system must be capable of expansion to store and serve an additional 110,000 digital objects and associated metadata records within five (5) years.

The Hardware/Software Server should be sized for 100 concurrent public and staff users: 5 Staff Users, and 95 Web Portal and Public Access Users. The License should be for unlimited Public Access and Portal users.

It is desirable that management of images include capabilities to track and administer intellectual property rights and contract-based terms for the use of digital resources created and/or acquired by the Library.

The Digital Asset Management System should interface with the Integrated Library System such that images can be cataloged, searched, and displayed using the capabilities of the Integrated Library System.

Please configure equipment that will provide the Library the capability to scan images locally.

Appendix 7 provides directions to accessing samples of images available for loading into the Digital Asset Management System.

Data Storage and Processing Requirements: Please configure for 2020 Requirements

	<u>2015 Estimates</u>	<u>2020 Projections</u>
Images	69,500	175,000
Audio/Video Files	700	1,400
Metadata Records	70,200	176,400

Checklist of Digital Asset Management Features and Functionality

In the checklist that follows as Table 2.7-1, please indicate for the Digital Asset Management System you are quoting for Configuration #7 whether the described feature or function is available (in general release and installed in at least one customer site), planned or in development (with a specific hard release date), or not available.

Cost Form for Configuration #7

Table 2.7-2 contains a Cost Form for providing quotes for Configuration #7.

Digital Asset Management System Question for Narrative Response

Table 2.7-3 presents a list of questions about your proposed Digital Asset Management System for you to answer.

**TABLE 2.7.1  
CHECKLIST OF DIGITAL ASSET MANAGEMENT FEATURES AND FUNCTIONALITY**

In the checklist that follows, please indicate a Yes or No answer to each question posed. Please include the completed checklist in Part 3 of your Proposal for Configuration #7.

(1)	(2)	(3)		(4)	(5)		
		Date	Installed			Comments	
		Available	in a Library				
Software Modules/Functional Capabilities		YES	NO				
1	Digital File Import/Export						
2	Digital Image Authoring/Editing						
	2.1 Global/Batch Editing						
3	Security/Authentication						
4	Watermarking Module _____						
5	Rights Management _____						
6	Use History _____						
7	MARC-Based Cataloging Capabilities						
	7.1 MARC-output capabilities						
8	Dublin Core Based Cataloging Capabilities						
	8.1 Dublin Core-output capabilities						
9	Metadata searching capabilities						
	9.1 Searches of Dublin Core records						
	9.2 Searches of MARC records						
	9.3 Display of metadata records						
	9.4 Display of images associated with metadata records						
10	Capabilities to load metadata records						
11	Capabilities to load existing images						
12	Interfaces with Integrated Library System						
	12.1 To allow MARC-Based Cataloging in the ILS						
	12.2 To allow Dublin Core Based Cataloging in the ILS						
	12.3 To allow search and display through the OPAC						
	12.4 To allow search and display through Web Portal						

**TABLE 2.7-2**  
**Configuration #7 Cost Form**  
**COST SUMMARY FOR ON-PREMISE DIGITAL ASSET MANAGEMENT SYSTEM**  
**FOR B&ECPL**

Please include the completed Cost Form in Part 2 of your Proposal.

(1)	(2)	(3)
<u>Category</u>	<u>One-Time</u> <u>\$ Cost</u>	<u>Annual</u> <u>\$ Cost</u>
<b>1 Central Site Hardware</b>		
1.1 Database/Application Server		
1.2 Web Server		
1.3 Disk storage		
1.4 Operating system software, utilities		
1.5 Uninterruptable power supply		
1.6 Web/Portal Servers		
1.7 Other server(s)		
1.8 Backup device		
1.9 Other		
1.10 <b>SUBTOTAL: Hardware</b>		
<b>2 Applications Software and Utilities (Please Itemize and Add Lines as Needed)</b>		
2.1		
2.2		
2.3		
2.4		
2.5		
2.6		
2.7		
2.8		
2.9 <b>SUBTOTAL: APPLICATIONS SOFTWARE</b>		
<b>3 Interfaces to other systems and services</b>		
3.1 B&ECPL's Next-Generation Intergrated Library System (NGS)		
3.2 <b>SUBTOTAL: INTERFACES</b>		
<b>4 Data migration, preparation and loading of database</b>		
<b>5 Other costs:</b>		
5.1 Freight		
5.2 Installation (including expenses)		
5.3 Training (see Table 2.1-5 for requirements)		
5.4 Documentation		

**TABLE 2.7-2  
Configuration #7 Cost Form  
COST SUMMARY FOR ON-PREMISE DIGITAL ASSET MANAGEMENT SYSTEM  
FOR B&ECPL**

Please include the completed Cost Form in Part 2 of your Proposal.

(1) Category	(2) <u>One-Time</u> <u>\$ Cost</u>	(3) <u>Annual</u> <u>\$ Cost</u>
5.5 Other		
5.6 <b>SUBTOTAL: OTHER COSTS</b>		
<b>6 TOTAL SYSTEM COST</b>		
<b>7 Number of Users/User Licenses</b>		
<b>8 Amount of physical disk storage (GB)</b>		
8.1 Amount of logical storage as configured		
<b>9 Cost of disk storage</b>		
9.1 One-Time		
9.2 Annual Maintenance		
<b>10 Warranty Periods (in years)</b>		
10.1 Software		
10.2 Central Site Hardware		
<b>11 5-Year Costs</b>		
11.1 All One-time costs		
11.2 Total of all recurring Costs for 5-years		
11.3 Total 5-year Cost (Line 11.1 + 11.2)		
<i>(Note: These will be used to determine the quoted costs)</i>		

**TABLE 2.7-3  
ON-PREMISE DIGITAL ASSET MANAGEMENT SYSTEM FOR B&ECPL  
QUESTIONS FOR NARRATIVE RESPONSE**

Please respond in writing straightforwardly to the following questions; as a courtesy to readers; please repeat each question with your answer. Please include the questions and answers in Part 3 of your Proposal.

Question #1

Does your system provide web-based staff clients, and will you please list them? Also, please list the modules and functions that **cannot** be performed with a web browser and describe the clients that are required.

Question #2

How does your system support importing images and other digital media from external devices, such as CD-ROMs, digital cameras, scanners for image capture and use in the display of object data? What is the preferred protocol?

Question #3

Will your system import digital files directly from separate non-proprietary image/media capture and conversion devices, such as scanners, digital cameras, digital copiers, etc.?

Question #4

Does your system have the capacity of real-time viewing and editing of digital input from such devices?

Question #5

What digital file types will your system accommodate?

Question #6

To what extent does your system interface with standard commercial imaging and audio editing software such as Photoshop, Kodak PhotoCD, etc.?

Question #7

Will your system support the naming, derivative creation, versioning, and storage of digital images and other media in a non-proprietary environment?

Question #8

To what extent does your system monitor status of copyrights and restrictions and updating of same, setting the clock for expiration of same?

**TABLE 2.7-2  
ON-PREMISE DIGITAL ASSET MANAGEMENT SYSTEM FOR B&ECPL  
QUESTIONS FOR NARRATIVE RESPONSE, Cont'd**

Question #9

Describe what metadata can be created and attached to digital files and objects using your system.

Question #10

Does your system automatically impose naming patterns for digital files managed by the system? Does it allow the user to customize naming patterns for those digital files?

Question #11

Describe your system's image delivery capabilities. Specifically address the ability of the proposed system to accommodate thumbnail images and to show the relationships among images.

Question #12

In viewing multi-image sets, is the user able to choose between downloading the entire set of images or downloading a single image from the set?

Question #13

Describe your system's audio and video delivery capabilities. Specifically address the ability of the proposed system to accommodate efficient, uninterrupted audio and video playback.

## 2.8 **CONFIGURATION #8:**    **DIGITAL ASSET MANAGEMENT SYSTEM AS A SERVICE FOR B&ECPL**

Please propose a Digital Asset Management System provided as a service delivered over the Internet that would be remotely operated and managed by vendor on behalf of B&ECPL, with identical functionality as Configuration #7, for the same number of users, and for the same interfaces.

### Cost Form for Configuration #8

Table 2.8-1 contains a Cost Form for providing quotes for Configuration #8.

### Digital Asset Management System provided as a Service Questions for Narrative Response

Table 2.8-2 presents questions about your proposed Digital Asset Management System provided as a service for you to answer.

**TABLE 2.8-1  
Configuration #8 Cost Form  
COST SUMMARY FOR DIGITAL ASSET MANAGEMENT SYSTEM AS A SERVICE  
Please include the completed Cost Form in Part 2 of your Proposal.**

(1) (2) (3)

**Category** **One-Time \$ Cost** **Annual \$ Cost**

<b>1 Application Software Services</b>		
1.1 System Provision		
1.2 Customization/programming		
1.3 Profile Development and Setup		
1.4 Other (_____)		
1.5 Web/Portal Servers		
1.6 Other server(s)		
1.7 Backup device		
1.8 Other		
1.9 <b>SUBTOTAL</b>		
<b>2 Other Costs</b>		
2.1 Data Extraction, Conversion, and Loading		
2.2 Training		
2.3 Training Travel Expenses		
2.4 Installation (including expenses)		
2.5 Other (_____)		
2.6 <b>SUBTOTAL</b>		
<b>3 Interfaces to other systems (same as Configuration #7)</b>		
<b>4 TOTAL SYSTEM COST</b>		
<b>5 5-Year Costs</b>		
5.1 All One-time costs		
5.2 Total of all recurring Costs for 5-years		
5.3 Total 5-year Cost (Line 5.1 + 5.2)		
<i>(Note: These will be used to determine the quoted costs)</i>		

**TABLE 2.8-2  
DIGITAL ASSET MANAGEMENT SYSTEM AS A SERVICE QUESTIONS FOR NARRATIVE  
RESPONSE**

Please respond in writing straightforwardly to the following questions; as a courtesy to readers; please repeat each question with your answer. Please include the questions and answers in Part 3 of your Proposal.

Question #1

Does the software you would provide for a Digital Asset Management System provided as a service have the same – identical – functionality as you would provide for an On-Premise Digital Asset Management System?

Question #2

Are the responses you have provided to Table 2.7-2 valid for both your Digital Asset Management System as a Service and On-Premise Server-Based Digital Asset Management System offerings? Please explain any differences.

Question #3

How does your proposed Digital Asset Management System as a Service provide scalability?

Question #4

How does/will the lack of Net Neutrality impact the performance of your service?

Question #5

Will you warrant the functionality, response time performance, and availability of your Digital Asset Management System as a Service? Is your Digital Asset Management System as a Service available 7x24x365? Please describe your warranties of the functions, response time performance, and availability of your service.

Question #6

Will you please describe how, where, and by whom your Digital Asset Management System as a Service is hosted, and the platforms that are used: hardware and operating system platforms and database management system?

Question #7

Will you please describe your plans for disaster recovery for Digital Asset Management System as a Service host facilities and operations? How would your Digital Asset Management System as a Service delivery be continued?

**TABLE 2.8-2  
DIGITAL ASSET MANAGEMENT SYSTEM AS A SERVICE QUESTIONS FOR NARRATIVE  
RESPONSE, Con't**

Question #8

Is the Digital Asset Management System as a Service on a stand-alone server? Is it on multiple servers? Is it on dedicated or shared server(s)?

Question #9

How do you communicate plans and arrangements for scheduled maintenance? How much downtime is required for maintenance? How far in advance would we notified of scheduled maintenance and scheduled system unavailability?

Question #10

How often are fixity checks conducted to ensure sustained file integrity?

Question #11

Will you please describe how, where, and by whom, Digital Asset Management System as a Service software upgrades are handled? How often are there integer releases and dot releases?

Question #12

Will you please describe how you provide security for delivery of your Digital Asset Management System as a Service and its data over the Internet and into local networks?

Question #13

Will you please describe what and how accesses to the system policies, settings, tables, and raw data would be provided to the B&ECPL System Administrator and to personnel in B&ECPL libraries?

Question #14

Will you please describe if and how the B&ECPL System Administrator and personnel in B&ECPL libraries can request and run reports and other batch processing operations?

Question #15

Where – in what city, state, country, continent -- are the development personnel located?

## 2.9 CONFIGURATION #9: CUSTOM DEVELOPMENT SERVICES

B&ECPL requests quotations for Custom Development Services that would consist of personnel allocated to custom development of the ILS and related systems and services to implement capabilities wanted by B&ECPL. The Services would include but not necessarily be limited to the following positions/roles:

**Team Leader:** That would serve as the Vendor's Custom Development Liaison to B&ECPL and as Manager of the Custom Development Team, including the below-described Lead Analyst and Developer roles.

The Team Leader would be a designated individual, allocated as needed to B&ECPL-related tasks.

**Lead Analyst:** That would serve as the Vendor's Lead Analyst in working with B&ECPL to define requirements for wanted functionality, and in working with other Vendor staff to develop the wanted functionality.

The Lead Analyst would be a designated individual, allocated as needed to B&ECPL-related tasks.

**Developers:** Development personnel that would be allocated as needed to B&ECPL-related development tasks to provide wanted functionality, including production of documentation.

### Cost Form for Configuration #9

Table 2.9-1 contains a Cost Form for providing quotes for Configuration #9.

### Custom Development Services Questions for Narrative Response

Table 2.9-2 presents questions about your proposed Custom Development Services for you to answer.

**TABLE 2.9-1**  
**CONFIGURATION #9 COST FORM**  
**AVERAGE HOURLY COST RATE FOR CUSTOM DEVELOPMENT SERVICES**  
*Please include the completed Cost Form in Part 2 of your Proposal.*

**AVERAGE HOURLY COST RATE FOR CUSTOM DEVELOPMENT SERVICES**

(1)

(2)

Category

Average  
Hourly  
\$ Cost

1 <i>Average Hourly Rate for Custom Development Services</i>	

TABLE 2.9-2

**CUSTOM DEVELOPMENT SERVICES QUESTIONS FOR NARRATIVE RESPONSE**

**Please respond in writing straightforwardly to the following questions; as a courtesy to readers; please repeat each question with your answer. Please include the questions and answers in *Part 3 of your Proposal*.**

Question #1

Would the personnel providing your proposed Services be employees of or contractors to your company?

Question #2

Explain alternative ways for B&ECPL to request and receive wanted Custom Developments to your proposed ILS and related systems and services.

Question #3

Does your development process allow for joint development with other libraries or organizations?

Question #4

Cite any examples of the cost of crowdsourcing development within your ILS community.

Question #5

What is the typical timeframe from concept to implementation?

Question #6

Where – in what city, state, country, continent -- are your development personnel located?

### 3 INSTRUCTIONS FOR FORMAT AND CONTENTS OF PROPOSALS

In order to facilitate handling, understanding, and review and evaluation of Proposals, the format of the Proposal should be as follows. Each copy of the Proposal should consist of the parts named below, each of which should be individually, separately fastened or identified and complete in itself so that review of each can be accomplished independently of the other parts:

- Part 0 Vendor's Fulfillment of Minimum Submission Requirements
- Part 1 Vendor's Requirements and Qualifications
- Part 2 Costs of NGS and/or Discovery Services
- Part 3 Specific Responses to Requests Posed by the RFP
- Part 4 Descriptions of Vendor's Current Products and Services
- Part 5 Other Information Voluntarily Supplied by Vendor

Each part of the Proposal should have its own title page containing the appropriate title and name of the Vendor.

The following sections of this RFP prescribe the contents for each part of the Proposal.

### 3.0 INSTRUCTIONS FOR PART 0 OF RESPONSE

This part of each Vendor's Proposal must be entitled "Part 0: Vendor's Fulfillment of Minimum Submission Requirements."

In Part 0 of the Proposal Vendor must annotate with detailed and explicit narrative how it fulfills the Minimum Submission Requirements as presented in Section 1.9 of this RFP.

### 3.1 INSTRUCTIONS FOR PART 1 OF RESPONSE

This section of each Vendor's Proposal should be entitled "Part 1: Vendor's Requirements and Qualifications." It should contain the sections named below.

#### 3.1.1 Part 1.1: Vendor's Company

This section of Vendor's Proposal should present the following information:

##### 3.1.1.1 Company Organization and Staffing

Vendor should provide a description of its company organization and staffing, including the names and position titles of all full-time personnel who are assigned to the project. This organization and staffing description should describe the Vendor's ability to supervise and administer all aspects of fulfilling implementation of the NGS (Next-Generation Integrated Library System) and/or DS (Discovery Service) and/or Digital Asset Management System addressed in the Proposal.

##### 3.1.1.2 Vendor's Financial Stability

- In this section of the Proposal Vendor is requested to attach a complete, audited financial statement and previous year's financial report for (1) the branch or department of the organization involved specifically in the project, and (2) for the overall organization.
- Vendor is requested to disclose any and all judgments, pending or expected litigation, or other real or potential financial reversals which might materially affect the viability or stability of the proposing organization; or warrant that no such condition is known to exist.

#### 3.1.2 Part 1.2: Vendor's Compliance

This section of the proposal shall present the following information.

##### 3.1.2.1 Equal Employment Opportunity Statement

- (1) The Vendor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, physical handicap, marital status, or national origin.
- (2) The Vendor will take affirmative action in regard to employment, upgrading, demotion, transfer, recruitment, recruitment advertising, layoff, termination, rates of pay or other forms of compensation and selection for training, so as to ensure that applicants are employed and that employees during employment are treated without regard to their race, color, religion, sex, age, physical handicap, marital status, or national origin.

### 3.1.2.2 Non-Collusion

- A. Each proposal shall also contain the following statement subscribed by the proposer and affirmed by such proposer as true under the penalties of perjury.

[1] By submission of this proposal, each person signing on behalf of any proposer certified, and in the case of a joint proposal each party thereto certifies as to its own organization, under the penalty of perjury, that to the best of knowledge and belief:

a. The prices in this proposal have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any competitor;

b. Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed and will not knowingly be disclosed by the proposed prior to opening, directly or indirectly, to any other proposer or to any competitor; and

c. No attempt has been made or will be made by the proposer to induce any other person, partnership, or corporation to submit or not to submit a proposal for the purpose of restricting competition.

### 3.1.2.3 Gratuities

- (1) B&ECPL may, by written notice to the Vendor, terminate the right of the Vendor to proceed under this procurement process upon one (1) calendar day's notice, if it is found that gratuities in the form of entertainment, gifts, or otherwise were offered or given by the Vendor or any agent or representative of the Vendor, to any employee of the Library with a view toward securing a contract or securing favorable treatment with respect to the awarding or amending, or the making of any determination with respect to the performing of such contract; proved, that the existence of the facts upon which the Library makes such findings shall be in issue and may be reviewed by any competent court.

### 3.1.2.4 Conflict of Interest

- A. [1] No officer or employee of B&ECPL shall have an interest in any contract with the Vendor, when such officer or employee, has the power or duty to
- negotiate, prepare, authorize or approve the contract or authorize or approve payment there under,
  - audit bills or claims under the contract, or
  - appoint an officer or employee who has any of the powers or duties set forth above, and

[2] "Interest as used herein means a direct or indirect pecuniary or material benefit accruing to an officer or employee of B&ECPL as the result of a contract with B&ECPL. An officer or employee of B&ECPL shall be deemed to have an interest in the contract of

- his or her spouse, minor children and dependents, except a contract of employment with B&ECPL,
- a firm, partnership or association of which such officer or employee is a member or employee,
- a corporation of which such officer or employee is an officer, director or employee and

- d. a corporation any stock of which is owned or controlled directly or indirectly by such officer or employee. New York State Attorney General Municipal Law §§ 800 – 801.
- B. [1] The provisions of section 1.9 A. shall not apply to:
- a. A contract with a person, firm, corporation or association in which an officer or employee of B&ECPL has an interest which is prohibited solely by reason of employment as an officer or employee thereof, if the remuneration of such employment will not be directly affected as a result of such contract and the duties of such employment do not directly involve the procurement, preparation or performance of any part of such contract;
  - c. A contract with a membership corporation or other voluntary non-profit corporation or association;
  - g. A contract in which an officer or employee of B&ECPL has an interest if such contract was entered into prior to the time he or she was elected or appointed as such officer or employee, but this paragraph shall in no event authorize a renewal of any such contract;
- [2]
- a. A contract with a corporation in which an officer or employee of B&ECPL has an interest by reason of stockholdings when less than five per centum of the outstanding stock of the corporation is owned or controlled directly or indirectly by such officer or employee;
  - b. A contract in which a municipal officer or employee has an interest if the total consideration payable thereunder, when added to the aggregate amount of all consideration payable under the contracts in which such person had an interest during the fiscal year, does not exceed the sum of one hundred dollars;
  - f. A contract with a member of a private industry council established in accordance with the federal job training partnership act (29 U.S.C.A. § 1501 et seq.) or any firm, corporation or association in which such member holds an interest, provided the member discloses such interest to the council and the member does not vote on the contract. General Municipal Law § 802.
- C. [1] Any officer or employee of B&ECPL who has, will have, or later acquires an interest in any actual or proposed contract with B&ECPL of which he or she is an officer or employee, shall publicly disclose the nature and extent of such interest in writing to the governing body thereof as soon as he or she has knowledge of such actual or prospective interest. Such written disclosure shall be made part of and set forth in the official record of the proceedings of B&EPL. Once disclosure has been made by an officer or employee with respect to an interest in a contract with a particular person, firm, corporation or association, no further disclosures need be made by such officer or employee with respect to additional contracts with the same party during the remainder of the fiscal year.
- [2] Notwithstanding the provisions of section 1.9 C.[1], disclosure shall not be required in the case of an interest in the contract described in section 1.9B.[2], above.

### 3.1.2.5 Certified MBE/WBE Proposers

If the Proposer and/or subcontractor(s) is a Certified Minority Business Enterprise/Women's Business Enterprise (MBE/WBE), Proposers should include the Erie County certification letter with the proposal. If not, Proposer must include a statement of the anticipated utilization of minority staff as a

percentage of the staffing to be utilized on this project and the anticipated utilization of women as a percentage of the staffing to be utilized on this project (note: the selected Proposer must provide a statement of the actual utilization prior to final payment for work on this project). See <http://www2.erie.gov/eo/> and select MBE/WBE resources for more information.

### 3.1.3 Part 1.3: Vendor's Experience

This section of the Proposal shall present the following information.

3.1.3.1 Vendor is requested to submit the name, address, and telephone number of five (5) buyers of integrated library systems provided by Vendor that are as large as or larger than those proposed in response to the RFP.

3.1.3.2 Vendor is requested to submit the name, address, and telephone number of any buyer of:

- An integrated library system or service:
  - Provided by Vendor that replaced buyer's Symphony System.
  - Provided by Vendor as a hosted ILS service delivered over the Internet that supports  $\geq 3,000$  concurrent users.
- A Discovery Service:
  - Provided by Vendor to a library automation consortium similar in size and scope to B&ECPL.

### 3.1.4 Part 1.4: Summary of NGS Vendor's Plan for Fulfilling Proposal

This section of the Proposal regarding a proposed NGS must describe how Vendor would manage and staff its efforts, how it would work with personnel of B&ECPL, and how it would provide the services requested.

Vendor should describe its responsibilities, and project a schedule of key events in its performance from time of award of contract to completion of delivery, installation, and acceptance of the various subsystems (and phases) of the proposed systems. In particular, Vendor's plan should address the following:

- Summary of project plan that addresses key issues;
- Resumes and descriptions of roles of Vendor's personnel who would be assigned to working with B&ECPL;
- Time frame from date of award of contract to a hypothetical Day 1 of System Operations, and acceptance of system (s);
- Vendor's responsibilities and key dates;
- Responsibilities and dates of key events and activities that should be required of B&ECPL for it to install any required local components and successfully operate the system;
- Checkpoints and procedures for B&ECPL's review and appraisal of progress of installation;
- Any pre-delivery site preparation or other preparations required of B&ECPL;
- Conversion and loading of B&ECPL's machine-readable files of Bibliographic, Authority, Item Holdings, Serials Holdings, Patron, Fines, and Circulation Transaction (including Loans) Records.

- Systems-level and applications-level of software support;
- Training;
- Pre-operations test;
- Response-time test;
- Insurance;
- Acceptance of system;
- Payment plan for purchase of the service.

3.1.5 Part 1.5: Vendor's Subcontractors

In this section of the Proposal, Vendor should name and provide information about each subcontractor.

### 3.2 INSTRUCTIONS FOR PART 2 OF RESPONSE

This section of the Proposal should be entitled "Part 2: Costs of Systems and Services." It should present itemized costs of those required systems and services that the Vendor could provide in response to the requests of this RFP.

Section 2 specifies configurations of system components and services for which cost quotations are requested.

In addressing costs, Vendor is requested to address alternative payment plans, as requested in Section 3.2.4.

Section 2 specifies configurations of system components and services for which cost quotations are requested, and contains the following tables which are to be filled out and included in Part 2 of the Proposal:

- Table 2.1-2 Configuration #1 Cost Form
- Table 2.2-1 Configuration #2 Cost Form
- Table 2.3-1 Configuration #3 Cost Form
- Table 2.4-1 Configuration #4 Cost Form
- Table 2.5-2 Configuration #5 Cost Form
- Table 2.6-2 Configuration #6 Cost Form
- Table 2.7-2 Configuration #7 Cost Form
- Table 2.8-1 Configuration #8 Cost Form
- Table 2.9-1 Configuration #9 Cost Form

Please provide estimates of costs, or principles for establishing costs, for the items listed below. Where possible, please estimate unit costs; else the one-time cost for non-unit based charges. Please fully comment each estimate, line-by-line.

#### 3.2.1 Configuration/Cost Summary

Please complete and return the Configuration/Cost Forms included in Section 2 for each configuration, according to the instructions that are provided in Table 2-0 and elsewhere throughout Section 2.

#### 3.2.2 Itemized Price List of Proposer's Hardware and Software Components and Related Services

Please provide product identification name, number, definition, and unit price of each hardware and software component of Vendor's system relevant to Vendor's Proposal; and name, description, and unit price of each of Vendor's services relevant to hardware and software components. Please show applicable discounts.

#### 3.2.3 Itemized Price List of Vendor's Services

Please provide name, description, and unit price of each of Vendor's services relevant to Vendor's Proposal. Please show applicable discounts.

#### 3.2.4 Alternative Payment Plans

Please describe alternative payment plans that could be provided.

### 3.3 INSTRUCTIONS FOR PART 3 OF RESPONSE

This section of Proposal should be entitled "Part 3: Specific Responses to Requests Posed by the RFP." In this section, Vendors should provide responses to the requests made by Sections 2, 4, and 5, including the following tables that are to be filled out and included in Part 3 of the Proposal:

- Table 2.1-1 Checklist of NGS Applications Software Modules and Key Functionality Wanted by B&ECPL
- Table 2.1-3 Checklist of Yes or No NGS Questions
- Table 2.1-4 NGS Questions for Narrative Response
- Table 2.3-2 NGS ILSaaS Question for Narrative Response
- Table 2.5-1 Checklist of Features and Functionality of Discovery Services (DS)
- Table 2.5-6 Discovery Service Questions for Narrative Response
- Table 2.7-1 Checklist of Digital Asset Management Features and Functionality
- Table 2.7-3 On-Premise Digital Asset Management System for B&ECPL Questions for Narrative Response
- Table 2.8-2 Digital Asset Management as a Service Questions for Narrative Response
- Table 2.9-2 Custom Development Services Questions for Narrative Response
- Table 4-1 Specifications and Standards for PCs and Other Peripheral Devices that B&ECPL Wishes to Use with the Proposed NGS
- Table 5-1 Checklist of Seamless Interfaces between your NGS and Third-Party Systems and Services

### 3.4 INSTRUCTIONS FOR PART 4 OF PROPOSAL

This part of the Proposal shall be entitled "Part 4: Descriptions of Vendor's Current Products and Services."

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.

The remainder of Part 4 of the Proposal shall contain a detailed table of contents of whatever additional descriptive information the Vendor may wish to submit on its currently available systems.

In particular, the Vendor is requested to provide the following:

- A description of how information is organized on Online Public Access Catalog (OPAC) displays. Please describe the sorting technique used (alphabetical, ALA filing rules, chronologically), and if stop-words and filing indicators are used.
- Samples of Operations Reports, and a brief outline of the process and sorting order by which they are provided.
- Samples of Management Reports, and names of reports that can be provided.
- A description of how confidentiality of patrons' records and transactions can be

maintained.

- A description of how backup to system files is accomplished.
- Sample copies of system documentation, including training materials and operations manuals, are requested.
- Descriptions of your capabilities for a public access “Web Portal Module.”
- Descriptions of your capabilities for Unicode and the encoding and display of records in multiple languages and character sets.

### **3.5 INSTRUCTIONS FOR PART 5 OF PROPOSAL**

This section of the Proposal shall be entitled “Part 5: Other Information Voluntarily Supplied by Vendor.” It shall contain a detailed table of contents of whatever information the Vendor may wish to submit.

#### 4 RE-USE OF B&ECPL's PCs AND PERIPHERALS

##### Checklist of Re-Use of B&ECPL's Peripherals with Proposed NGS

In the checklist that follows as Table 4-1, please indicate with a Y (Yes) or N (No) response whether or not a given type of peripheral device will work with your NGS.

Please include the completed table in Part 3 of your Proposal.

Please note that your return of the filled-out Table 4-1 is intended to provide documented verification whether or not your NGS would work with these devices.

Table 4-1 that follows provides specifications for PCs used by B&ECPL.

**TABLE 4-1  
SPECIFICATIONS AND STANDARDS FOR  
PCs AND OTHER PERIPHERAL DEVICES THAT B&ECPL WISHES TO USE WITH  
THE PROPOSED NGS**

Please indicate for each type of device whether it can be used with the proposed NGS and include the completed checklist in Part 3 of your Proposal

PCs \_\_\_\_\_ CAN BE USED WITH YOUR PROPOSED NGS: \_\_\_\_\_ Y or N

SPECIFICATIONS AND STANDARDS FOR PCs AND OTHER PERIPHERAL DEVICES	Yes	No
Self Checks:		
Posiflex KS7317 self checks running EnvisionWare Onestop and Windows 7 32bit		
Staff Workstations/Circ:		
Dell Vostro 360 all-in-one computers with I3 processors and Windows 7 32bit & 64bit		
HP Pro 4300 with I3 and I5 processors and Windows 7 32bit & 64bit		
Printers:		
Dell 3100cn Color Laser Printer		
Star Micronics Thermal Receipt Printer		
HP M551 Enterprise Color Laser Printer		
Okidata Microline 320 Printers (set Epson emulation) for pin fed labels		
Other:		
Honeywell 1300G Barcode Scanner		

**5 REQUIREMENTS FOR INTERFACES WITH B&ECPL's ILS-DEPENDENT OR RELATED SYSTEMS**

Checklist of Seamless Interfaces

In the checklist that follows as Table 5-1, please indicate with a Yes or No answer whether or not you could provide a seamless interface between your NGS and each specified B&ECPL ILS-dependent or related system or service. Please include the completed table in Part 3 of your Proposal.

Please note that your return of the filled-out Table 5-1 is intended to provide documented verification that your ILS system would work seamlessly with the B&ECPL's dependent and related systems.

**TABLE 5-1  
CHECKLIST OF SEAMLESS INTERFACES BETWEEN YOUR NGS AND THIRD-PARTY  
SYSTEMS AND SERVICES**

**In the checklist that follows, please indicate a Yes or No answer to each question posed. Please include the completed checklist in Part 3 of your Proposal, to specify the items included in your quotation for Configurations #1, #2, #3 and #4.**

ILS-DEPENDENT OR RELATED THIRD-PARTY SYSTEM OR SERVICE	Yes	No
Syndetics Solutions		
EnvisionWare Print and PC Time Management		
EnvisionWare Branch Manager		
EnvisionWare One Stop		
EnvisionWare RFID Link		
EnvisionWare eCommerce		
Bibliotheca RFID suite (AMH)		
Overdrive		
Export of information to multiple debt collection services – Unique Management		
Freegal		
EBL		
Unlimited SIP2 Interfaces		

## 6 NGS IMPLEMENTATION REQUIREMENTS

### 6.0 OVERVIEW

This section presents requirements for services relating to installation, implementation, testing, acceptance, operation, and maintenance of the System. The contract with the successful Proposer will include detailed provisions for these.

The configurations of services for which cost proposals are requested are specified in Section 2 of this RFP.

Please note that Section 3.4 of this RFP gives instructions for submission of the Proposer’s Plan for Fulfilling Proposal (Part 4 of Proposal) that should address the topics presented in the sections that follow.

This section contains requests for information and questions of Vendors, as indicated by shaded text. Section 3 gives instructions for Proposer’s responses.

#### CONTENTS OF SECTION 6

Section Number	Section Name	
6.1	Proposer’s Services	
6.2	Documentation	
6.3	Training	
6.4	Specification of Parameters	
6.5	Supplies	
6.6	System Installation	
6.7	Database Extraction, Conversion, Preparation, and Loading	
6.8	Application of Authority Control	<b>NOT REQUIRED</b>
6.9	Provision of Barcode Labels	<b>NOT REQUIRED</b>
6.10	Acceptance Procedures	
6.11	Performance Warranties and Tests	

## 6.1 PROPOSER'S SERVICES

B&ECPL requires the following assistance and services for which arrangements shall be made part of the contract with the successful Proposer. Please note that Section 3.4 of this RFP gives instructions for submission of the Proposer's Plan for Fulfilling Proposal (Part 1.4 of proposal) that should address the topics presented in the sections that follow.

### 6.1.1 Proposer's Assistance in Implementation

B&ECPL expects assistance and services for the following, some of which are addressed in greater detail by other sections in Section 6.

- (1) Review and analysis of B&ECPL's plans for automated systems and services.
- (2) Notification of required supplies and assistance in obtaining them.
- (3) Planning for conversion of and loading of B&ECPL's database of machine-readable records (see Section 6.7).
- (4) The designation of a specific Proposer's employee to serve as the Proposer's manager for implementation of the system; the provision of charge-free telephone calls by the library to this manager; and the provision by the Proposer of as many on-site visits to B&ECPL and days of service on-site by this manager and other Proposer's personnel as necessary.
- (5) A written plan and schedule for installation, data migration, and testing of the system (see Section 6.10).
- (6) Planning and assistance for B&ECPL in implementing the system.

### 6.1.2 Hardware and Software Maintenance and Support

The Proposer must provide detailed information on its ability to provide hardware and software service and maintenance.

The Proposer must have access to B&ECPL's system to diagnose and correct problems.

#### 6.1.2.1 Software Maintenance and Support

The successful Proposer should agree to provide Software enhancements or upgrades for those subsystems provided to B&ECPL at no extra charge beyond the annual software maintenance and support fee for as long as the Proposer has the contract with B&ECPL. The successful Proposer must take full responsibility for software maintenance including upgrading, improvements, additions, enhancements, and changes in every respect.

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

#### 6.1.2.2 Hardware Maintenance and Support

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

### 6.2 DOCUMENTATION

The successful Proposer must provide complete and comprehensive documentation of its system, which should include staff and patron documentation, operational documentation, and system hardware and software documentation, including file layouts and schematics. The selected Vendor is expected to provide source code to B&ECPL along with technical documentation or to guarantee to B&ECPL in writing that source code and documentation have been deposited in escrow and will become available to the library should the Vendor cease business operations.

Modifications or enhancements to the manuals, or completely revised manuals and schematics shall be provided to B&ECPL on a continuing and timely basis.

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.

### 6.3 TRAINING

The successful Proposer must provide training services at the following levels, for which full descriptions are requested:

- General Training of B&ECPL staff in system concepts and the requirements for system operation and performance.
- Technical Training of key personnel in technical aspects of the system, including hardware, software, telecommunications, and housekeeping. This training is to include trouble-shooting, first-level maintenance, and daily operation of the system.
- Applications Training of the following personnel estimated in Table 2.1-5 – including some who will become trainers and will be responsible for training of other staff.
- Ongoing Training for new libraries, new functions, software enhancements, and new system components.

The successful Proposer must provide multiple copies of training materials and of system user manuals.

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.

The Proposer's training program should include tests and assurances of trainees' proficiency.

### 6.4 SPECIFICATION OF PARAMETERS

The successful Proposer shall assist and work with B&ECPL to specify parameters for database preparation and loading, and the specifications of options for functions and capabilities of the System and its applications modules.

### 6.5 SUPPLIES

B&ECPL may require assistance from the successful Proposer in obtaining supplies and services necessary for the system.

## 6.6 SYSTEM INSTALLATION

B&ECPL requires that the System be installed in phases, as outlined in Table 6.6-1.

### 6.6.1 Delivery of System Components

All equipment and other components of the System will be delivered as “inside deliveries” to B&ECPL’s premises to a specific location as specified by B&ECPL.

### 6.6.2 Cabling and Wiring

The successful Proposer will install data cables required for data communications between the Proposer's central server or servers and the Network switch/hub in conformance with EIA-TIA 568A standard for Category 5e or 6 unshielded twisted pair cabling.

### 6.6.3 Electrical Service, Wiring, and Outlets

B&ECPL shall provide all electrical service, wiring, and outlets that are required for use by the System.

### 6.6.4 Installation of System Components

The successful Proposer shall furnish all necessary labor, materials, and other services required to unpack all System components and equipment and install them at sites specified by B&ECPL. The successful Proposer will remove all debris generated in the performance of installation activities. Installation shall be performed during B&ECPL’s normal business hours.

**TABLE 6.6-1  
OUTLINE OF PHASES FOR SYSTEM INSTALLATION**

Phase 1

B&ECPL requests that all modules and capabilities of the System that replace functions and capabilities in the Library's current Integrated Library System be installed and available for use on Day One of Production Operation with your proposed System.

Phase 2 and Later

Functions and capabilities not installed and available in Phase 1 will be targeted for implementation in a Phase 2 or later phase that will be negotiated with the successful Proposer.

**6.7 DATABASE EXTRACTION, CONVERSION, PREPARATION AND LOADING**

The successful Proposer will provide the following services in order to prepare and load B&ECPL’s database into the System.

**6.7.1 Extraction of Records from Current System**

Extraction of the following records the Library’s current Symphony System:

- Bibliographic
- Item Records
- Patron
- Loans
- Current Blocks
- Requests/Holds
- Fines
- Collection Agency information
- Acquisitions Orders
- Acquisitions Vendor Records
- Acquisitions Fund Records
- Acquisitions Purchase Request (N/A)
- Serial Control Records
- Authority Records

**6.7.2 Conversion of Records that Have Been Extracted from Current System**

Conversion of records extracted from the Library’s current system:

- |                                  |           |
|----------------------------------|-----------|
| • Bib records                    | 1,500,000 |
| • Item records                   | 3,500,000 |
| • Current Loans                  | 325,000   |
| • Current Blocks                 | 45,000    |
| • Patrons                        | 300,000   |
| • Requests/Holds                 | 20,000    |
| • Fines                          | 5,000,000 |
| • Collection Agency Accounts     | 25,000    |
| • Acquisitions Vendor Records    | 5,575     |
| • Acquisitions Fund Records      | 500       |
| • Acquisitions Orders            | 30,000    |
| • Acquisitions Purchase Requests | N/A       |
| • Serial Control Records         | 6,900     |
| • Authority Records              | 900,000   |

6.7.3 Merge and De-duplication of Machine-Readable Bibliographic Records

(NOT REQUIRED)

6.7.4 Processing and Loading of Item Records

Item records from B&ECPL's current system are to be processed as described below and loaded into the System.

- (1) Location codes will be evaluated and if necessary revised during the migration
- (2) The material codes that typically represent a mix of age, format, and genre from the current system will be brought into conformance using a single set of material codes, converging codes as necessary
- (3) B&ECPL estimates that 3.5 million item records will be required.

6.7.5 Processing and Loading of Bibliographic and Authority Records

B&ECPL has determined that no changes are required while moving to the new system.

6.7.6 Processing and Loading of Patron Records

B&ECPL's patron records from the current system are to be processed as described below and loaded into the System.

- (1) Loading and indexing of the patron records into the proposed System, as specified by the parameters developed by B&ECPL with the Proposer's assistance.
- (2) 300,000 Patron records are projected

6.7.7 Processing and Loading of Acquisitions Order Records

B&ECPL's acquisitions records from the current system are to be processed as described below and loaded into the System.

- (1) Loading and indexing of acquisitions records into the proposed System, as specified by the parameters developed by B&ECPL with the Proposer's assistance.
- (2) 5,575 vendor records are projected
- (3) 500 fund records are projected
- (4) 30,000 purchase order records are projected
- (5) N/A - purchase request records are projected

6.7.8 Processing and Loading of Serials Holdings Records

Serials Holdings records from the current system are to be processed as described below and loaded into the System

- (1) Location codes will be evaluated and if necessary revised during the migration
- (2) Material codes shall be altered to match up correctly as specified by the parameters developed by B&ECPL with the Proposer's assistance
- (3) 6,900 serials control records are projected

6.7.9 Processing and Loading of Circulation Loans Records

Circulation Loans records from the current system are to be processed as described below and loaded into the System

- (1) Location codes will be evaluated and if necessary revised during the migration
- (2) Material codes shall be altered to match up correctly as specified by the parameters developed by B&ECPL with the Proposer's assistance.

6.7.10 Processing and Loading of Circulation Requests Records

Circulation Requests records from the current system are to be processed as described below and loaded into the System

- (1) Location codes will be evaluated and if necessary revised during the migration

6.7.11 Processing and Loading of Circulation Fines Records

Circulation Fines records from the current system are to be processed as described below and loaded into the System

- (1) Location codes will be evaluated and if necessary revised during the migration

**6.8 APPLICATION OF AUTHORITY CONTROL (NOT REQUIRED)****6.9 PROVISION OF SMART BARCODE LABELS (NOT REQUIRED)****6.10 ACCEPTANCE PROCEDURES**

B&ECPL requires that the successful Proposer's system and each of its subsystems successfully pass the following acceptance tests:

- Successful loading of library database;
- Successful, functional demonstration of required capabilities;
- Performance of transactions at required response times;
- Demonstration of reliable operation of the system.

**(1) HARDWARE FUNCTIONALITY TEST**

The purpose of the Hardware Functionality Test is to ascertain that the equipment installed by Proposer is operational.

**(2) SYSTEM RELIABILITY TEST**

The purpose of the System Reliability Test is to demonstrate and verify that the system operates at a 99% reliability level for an extended period of time.

**(3) MODULE FUNCTIONALITY TESTS**

The purpose of the Module Functionality Test is to verify the required functional capabilities of each module of software that has been delivered.

**(4) DATA LOAD TEST**

The purpose of the Data Load Test is to demonstrate and verify that library's data files have been properly loaded. This test will be performed to confirm that all patron records, bibliographic records, item records, acquisitions and serials records, and transaction files have been successfully loaded into the system. This test will be performed after all records have been loaded onto the system. This test may overlap other tests.

**(5) RESPONSE-TIME ACCEPTANCE TEST**

The purpose of the Response-Time Acceptance Test is to verify that the system is performing at the warranted performance levels. B&ECPL will conduct or waive the Response-Time Acceptance Test as an acceptance test, after the acceptance tests described above have been successfully completed.

Should the system demonstrate acceptable levels of performance through daily operations, the Library may choose to waive the acceptance test. Waiving the test at such time will not waive Library's right to conduct such tests in the future and require full warranty performance by the Proposer in the event of test failure.

The following two sections present definitions, requirements, and guidelines for conducting the Response-Time Acceptance Test.

#### (5.1) General Definitions

The delivered system, incorporating hardware and software, will provide transaction response times at user workstations, as shown. In establishing these performance criteria, the following definitions will be used.

- (1) Transaction: A "transaction" is defined as a complete unit of work achieved by an individual using an online workstation in interactive mode. Such unit of work will consist of one (1) or more inputs by the individual, and a responding output by the system for each input. Each input will consist of one (1) or more characters of information resulting from a keystroke or operation of a label-reading device such as a laser scanner. Each response by the system will consist of one (1) or more characters of information transmitted to the workstation at which the individual made the corresponding input.

Complete units of work that constitute transactions include, but are not limited to, the following:

- check-in
- check-out
- renewal inquiry (of any type)
- patron record input
- patron record update
- bibliographic record input
- bibliographic record update
- authority record input
- authority record update

A given transaction is completed once the individual at the workstation has received the last character of response from the system (other than a "transaction in process" response) at the point

where no more inputs or outputs are required to complete a unit of work.

Some transactions may require more than one (1) input and more than one (1) output in order to complete a unit of work. Examples include, but are not limited to, checkout of a single book volume; conduct of a complex inquiry; printing transaction receipts.

- (2) Workstation: Any device that provides for interaction between a user and the system. Workstation devices include personal computers, laptops, tablets, other screen displays with keyboards, laser scanners, printers, and other user-operated devices.
- (3) Response Time: The elapsed time between the completion of a user input (pressing a key, light-pen scanning or laser scanning of a label) and the start of the resulting computer and printer response (first character of a display, acknowledge tone), other than a "transaction in process" response.

(5.2) General Guidelines for Performing Response-Time Acceptance Tests

On demand, within the acceptance period, during operation of the System under normal business conditions during Normal Business Hours in which the activities of users are not scripted to create pre-defined transaction mixes for purposes of stress-testing the System or the response-time performance or capacity of the System, a thirty (30) minute Response-Time Acceptance Test may be conducted by the Library to determine whether the System is meeting the contracted response times.

To successfully pass the Response-Time Acceptance Test, the System shall perform all interactive transactions with average response times  $\leq 2$  seconds for users whose workstations are connected to the system server via a  $\geq 100$ Mbps LAN segment.

The Response-Time Acceptance Test may be conducted by the Library to determine whether the System is meeting the above response times using one (1) to three (3) workstations connected to the system server via a  $\geq 100$  Mbps LAN segment.

If the System is not meeting the response times as shown above, then the successful Proposer shall make the necessary Equipment and Licensed Software adjustments to cause the system to meet the contracted response time. The successful Proposer shall make adequate personnel available to consult with the Library and to fix any problems so that the system will meet all response times and performance measurements. If the System does not meet response times and performance measures, then the successful Proposer will continue to work to remedy the problem, and the Response-Time Acceptance Tests shall be repeated. This process shall be repeated until either the system successfully passes the Response-Time Acceptance Test or the Library rejects the system.

(6) ACCEPTANCE OF CHANGES TO SYSTEM

At the Library's option, acceptance of each change to the system, including but not limited to installation of new or upgraded hardware and/or software configuration, or a new or enhanced software module or release, may also require successful completion of each of the types of Acceptance Tests named above in one (1) through five (5) all of which must be attempted or waived by the Library within thirty (30) days of such change.

## 6.11 PERFORMANCE WARRANTIES AND TESTS

B&ECPL requires that the successful Proposer warrant the performance of the system during the term of the agreement between the Library and the successful Proposer, in which the system is under the successful Proposer's warranty period, and thereafter as long as the Library has a maintenance agreement with the successful Proposer, as follows:

During operation of the system under normal business conditions during normal business hours in which the activities of users are not scripted to create pre-defined transaction mixes for purposes of stress-testing the system or the response-time performance or capacity of the system, the successful Proposer warrants that the system shall perform all interactive transactions with average response times  $\leq 2$  seconds for users whose workstations are connected to the system server via a  $\geq 100$ Mbps LAN segment.

On demand, at any time during the term of the agreement between the Library and the successful Proposer, in which the system is under the successful Proposer's warranty period, and thereafter as long as the Library has a maintenance agreement with the successful Proposer, a thirty (30)-minute Response-Time Warranty Test may be conducted by the Library to determine

whether the system is meeting the above warranted response times using one (1) to three (3) workstations connected to the system server via a  $\geq 100$ Mbps LAN segment. The transactions active at the time shall be those occurring under normal business conditions during Normal Business Hours.

For the term of the agreement between the Library and the successful Proposer, if the system fails to perform within the contracted response-time performance levels or functions and capabilities, the successful Proposer will make whatever enhancements to licensed software or equipment, or both, are necessary to provide the contracted levels of performance and functionality within a reasonable time frame and at no cost to the Library.

### APPENDIX 1

## B&ECPL BARCODE LABELS, PATRON ID CARDS, AND RFID TAGS

[Please answer Question #3 in Table 2.1-4 on whether your system can work successfully with the bar codes and their encoded values described by Appendix 1.]

13-digit Codabar Modulus 10 check digit format

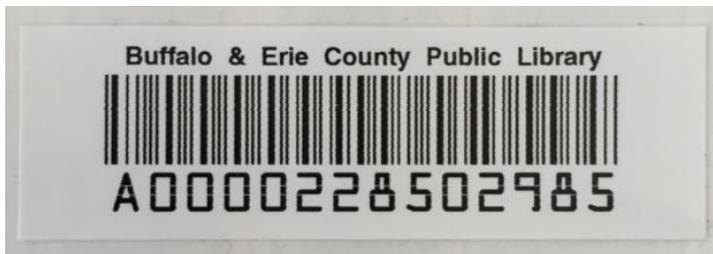
- Barcodes are ordered in large quantities from various vendors
- Items barcodes begin with "0"; Patron barcodes begin with "1"
- Some older items have OCR labels that have not been converted to barcodes
- RFID tags are 13.56 Mhz and ISO 15693/1800-3 compliant.

Single dumb labels, codabar format

Patron Barcode:



Item Barcode:



Older Items OCR labels:



## **APPENDIX 2 B&ECPL'S UNWANTED LIMITS IN THE LIBRARY'S USE OF THE SYMPHONY SYSTEM 3.4.1 Service Pack 3**

Unable to copy data from some views of bibliographic and item records in staff client.

Unique call numbers are required.

Unable to sort long lists of titles and holdings without adjusting maximum response size.

Each library's calendar can only retain a limited number of closed dates, approximately 60.

Call numbers are limited to approximately 40 characters.

Staff client printing options are limited (e.g., cannot print a full MARC record from staff client).

Unable to determine by fund code, the amount spent per vendor.

Have to close space in new records with LC call numbers to match all other records (between 1427 and .J8 in this example: GV1427.J8 F5 2014).

Unable to use "NOT" as a selection option in some reports.

Unable to "Select All" when deleting some ILS files.

## APPENDIX 3 SAMPLE DAY ONE REQUIRED REPORTS

### Daily Audit Trail

Library	Date	Time	User Access	Station	Pay Type	Amount	User ID	Item ID	Item Type	Bill Reason
ALDEN	11/08/2014	09:58	JALDEN	ALD_C01	CASH	\$0.25	1000124814814	0000218082931	NONFICTION	HOLD
ALDEN	11/08/2014	09:58	JALDEN	ALD_C01	CASH	\$0.25	1000124814814	0000234172237	LARGEPRINT	HOLD
ALDEN Total paid:\$0.50										
ANGOLA	11/08/2014	12:09	JANGOLA	ANG_C02	CASH	\$1.00	1000124106898	0000232449686	DVD	HOLD

### Daily Circulation at Each Library

Workstation library	TOTAL	PIECES	CIRC
ALDEN	149	149	
ANGOLA	199	199	
AUDUBON	1629	1629	
BOSTON	187	187	
CENTRAL	1687	1687	

### Daily Circulation at Each Library by User Profile

Workstation library	User profile				
	1-ADULT	1-AGENCY	1-NEW-ADLT	1-NEW-Y	1-NEW-Y-A
ALDEN	57	0	0	0	0
AUDUBON	1176	0	37	3	2
BOSTON	11	0	0	0	0
CENTRAL	884	0	108	0	78

### Daily Circulation of in-Library Use Laptops & Peripherals

Workstation library	Item type			TOTAL	PIECES	CIRC
	LAPTOP	MOUSE	POWERCORD			
ANGOLA	1	1	0	2	2	
AUDUBON	2	2	2	6	6	
CRANE	1	0	1	2	2	
DUDLEY	6	0	3	9	9	

### Daily Online Renewals at Each Library

Workstation library	TOTAL	PIECES	CIRC
ALDEN	4	4	
ANGOLA	5	5	
AUDUBON	406	406	
BOSTON	23	23	
CENTRAL	413	413	

### Daily Circulation by Hour at Each Library

Workstation library	Time				
	10:00 -10:59	11:00 -11:59	12:00 -12:59	13:00 -13:59	14:00 -14:59
ALDEN	0	0	14	28	13
ANGOLA	0	0	0	0	40
AUDUBON	139	77	134	143	178
BOSTON	11	51	14	30	10
CENTRAL	87	41	104	86	95

### Daily Individual Library Unclaimed Hold Item List

Unclaimed Hold List

Produced Monday, November 10, 2014 at 9:50 PM

USER NAME	USER ID	PRIORITY	PLACED	EXPIRES
NOTIFIED	NOTICES	RECALL	STATUS	RESRV
COMMENT	AVAIL	TYPE	SUSPENDED	UNSUSPENDED
AVAILABLE	AVAILABLE	EXP	PICKUP	LIBRARY
RJ506.A9 F587 2012	copy:1			
Carly's voice : breaking through autism / Arthur Fleischmann with Carly Fleischmann.				
Fleischmann, Arthur.				
BENJAMIN A SMITH	1000125045725	125	10/27/2014	10/31/2014
10/31/2014	1	STANDARD	NO	YES
TITLE				
10/30/2014	AUDUBON			
RJ506.A9 S735 2011	copy:1			

**Daily Report to Add Unclaimed Hold Fee to User Accounts**

Cancel Hold Fee

Produced Saturday, November 1, 2014 at 0:31 AM

USER NAME	USER ID	PRIORITY	PLACED	EXPIRES
Y FICTION	copy:1			

The graveyard book. Volume 2 / based on the novel by: Neil Gaiman ; graphic adapted by: P. Craig Russell ; illustrated by: David Lafuente, Scott Hampton, P. Craig Russell, Kevin Nowlan, Galen Showman ; colorist: Lovern Kindzierski ; letterer: Rick Parker.  
 Gaiman, Neil,  
 MRS MARY SMITH 1000125048677 125 7/8/2014  
 FICTION CD copy:1

**Daily Self-check Station Circulation Statistics by User Profile at Each Library**

Produced Sunday, November 2, 2014 at 3:55 AM

Workstation library	User profile				
	1-ADULT	1-AGENCY	1-NEW-ADLT	1-NEW-Y	1-NEW-Y-A
ALDEN	45	0	0	0	0
AUDUBON	1174	0	50	0	0
BOSTON	26	0	0	0	0
CENTRAL	1025	0	69	0	56

**Daily Courtesy Pre-Overdue Email Notifications (2 days before due date)**

In addition,

- **Daily Overdue Email & Phone Notifications (7 days after item is due)**
- **Daily "Gentle Nudge" Email notice to cardholders who owe \$10.01-\$25.00 in fines/fees**
- **Daily Long Overdue Lost Item Email & Phone Notifications (35 days after item is due)**
- **Weekly Pre-Collection Email & Phone Notifications (owe more than \$25.00)**

Wednesday, October 29, 2014

ID: 1000125170000

MS NANCY SMITH  
 265 FOX STREET  
 BOSTON, NY

Hello,

The following library materials will soon be overdue.

Please renew or return items by the due date to avoid fines.

To review your library account and determine if currently checked out items are eligible for renewal, log into your account at <http://www.buffalolib.org/account> with your library card number and four-digit PIN. Click <http://www.buffalolib.org/pin> to obtain a first-time PIN online or to change your current PIN. This service requires a valid email address in your account. If you have not registered your email address, you must visit your local library to create or reset your PIN.

Thank you

\*\*\*\*\*  
 Please do not reply to this message. For information about your library materials, log into your account at <http://www.buffalolib.org/account>  
 You may also call the Library's e-Branch at (716) 858-8900 for further assistance. For email and other contact options, click here: <http://www.buffalolib.org/content/contact-us>

Visit the Library's website at <http://www.BuffaloLib.org>

- \*\*\*\*\*
- call number:DVD 16460 ID:0000235331303  
 Barbie in a Christmas carol [videorecording].  
 Universal Studios Home Entertainment (Firm)  
 due:10/31/2014,23:59 price:\$14.98
  - call number:DVD 41290 ID:0000224121137  
 Wordworld. Sheep's a star [videorecording] / PBS Kids ; United States of America, Department of Education ; Word World, LLC.  
 WordWorld, LLC.  
 due:10/31/2014,23:59 price:\$9.99

Daily Individual Library Holds Pickup/Send List sorted by Audience, Location, Item Type

Juvenile

B-DISPLAY

J FICTION
Porter, Connie Rose, 1959-
Addy studies freedom / by Connie Porter ; illustrations, Dahl Taylor ;
copy:1 item ID:0000200935732 type:J-FICTION location:B-DISPLAY
Last Discharged: 10/21/2014

B-HOLIDAY

PZ8.V15 NU 1995
Vagin, Vladimir Vasil\*evich, 1937-
The Nutcracker ballet / Vladimir Vagin
copy:1 item ID:0000193182193 type:J-HOLIDAY location:B-HOLIDAY
Last Discharged: 12/23/2013

B-PICBK

PIC.BK.
Ada, Alma Flor
With love, Little Red Hen / by Alma Flor Ada ; illustrated by Leslie T
copy:1 item ID:0000199328782 type:J-FICTION location:B-PICBK
Last Discharged: 09/15/2014

J PIC BOOK
Miller, Pat Zietlow
Sophie's squash / written by Pat Zietlow Miller ; illustrated by Anne
copy:1 item ID:0000232976191 type:J-FICTION location:B-PICBK
Last Discharged: 10/14/2014

Daily Hold Pickup Email & Phone Notifications

Tuesday, November 4, 2014

MR THOMAS J SMITH
20 PARADISE RD
EAST AURORA, NY
14051

Dear MR SMITH:
Hello,

The library material you requested is available for pickup at the library listed below. Please pick up materials within one week of the date listed above. The Library card used to place the request must be the library card used to check out the item. An unclaimed fee is assessed for any item not picked up 8 days from the date notification is sent to the cardholder. The unclaimed hold fee is \$1.00 for all media items and \$.50 for all print items

\*\*\*\*\*
Please do not reply to this message. For information about your library materials, log into your account at http://www.buffalolib.org/account
You may also call the Library's e-Branch at (716) 858-8900 for further assistance. For email and other contact options, click here: http://www.buffalolib.org/content/contact-us

Visit the Library's website at http://www.BuffaloLib.org
\*\*\*\*\*

1 Tower of treasure / Scott Chantler.
Chantler, Scott.
call number:J FICTION copy:1
hold pickup library:Clearfield Library

**Frequent Dusty Book Lists**

Call Number	Title	Author	Year Published	Item ID	Total Checkouts	Date Copy Created	Date Last Checked Out
<b>AUD Dusty Adult Non-Fiction</b>							
<b>b-biography</b>							
BF109.G54 A3 2009C	AFTER THE FALLS	Gildiner, Catherine	2010	0000226246577	27	12/13/2010	9/6/2012
BF1598.D5 W66 2001	THE QUEEN'S CONJURER THE SCIEN	Woolley, Benjamin	2001	0000195082367	40	4/20/2001	12/31/2012
CT275.A34 D95 2012	CLOVER ADAMS A GILDED AND HEA	Dykstra, Natalie	2012	0000229024005	18	2/6/2012	12/26/2012
D790 .Y47 2009	ACES HIGH THE HEROIC SAGA OF TH	Yenne, Bill	2009	0000221981400	25	9/1/2009	3/17/2012
DA332 .E74	GREAT HARRY	Erickson, Carolly	1980	0000140056409	32	9/19/1990	10/8/2011
DA335.R6 G89 2008	A DAUGHTER'S LOVE THOMAS MOR	Guy, J. A. (John Ale	2009	0000221722887	14	6/3/2009	3/20/2012
DA355 .B76 1988	ELIZABETH I	Bush, Catherine	1988	0000138393731	61	1/2/1990	5/29/2012
DA554 .D45 2003	QUEEN VICTORIA AT HOME	De-la-Noy, Michael	2003	0000204363287	34	7/22/2003	12/14/2012
DA555 .W45 1987	VICTORIA AN INTIMATE BIOGRAPHY	Winstanley, Steffen	1987	0000111045440	71	5/20/1987	12/5/2012

**Weekly Purchase Alert based on Number of Holds (greater than 5)**

Purchase Alert based on Holds  
 Produced Wednesday, October 29, 2014 at 2:52 AM

2014 Title: 5: The Gray Chapter  
 Personal Author: Slipknot  
 holds:7 copies:0 copies on order:7

2014 Title: 13 Hours: A Firsthand Account of What Really Happened  
 in Benghazi  
 Personal Author: Zuckoff, Mitchell  
 holds:6 copies:0 copies on order:4

Title: 22 JUMP STREET  
 Personal Author: Hill, Jonah  
 holds:24 copies:0 copies on order:34

**Weekly Removal of Items Marked Discard with OCLC Numbers for WorldCat Deletion**

Discarded Titles  
 Produced Saturday, November 1, 2014 at 6:37 PM

AAF-7761  
 (Sirsi) AAF-7761  
 (Sirsi) AAF-7761  
 ocm04638457  
 Dirt bike racer / Matt Christopher ; illustrated by Barry Bomzer.

ocm04835237  
 (Sirsi) o04835237  
 (Sirsi) AAH-0694  
 Clocks and how they go / by Gail Gibbons.

AAI-8927  
 (Sirsi) AAI-8927  
 (Sirsi) AAI-8927  
 ocm04208974  
 The graduate.

**Monthly List of Old Holds that Need to be Cleared**

old holds	Pickup Location	Hold Date	User ID	User Name	Title	Author	Call Number	Title Control Key	Expire Date	Suspend Start	Suspend End
	BOSTON	7/12/2014	1000117246768	MR JAMES SMITH	The best of Smokey R	Miracles [Music	#1116 RED		//0	//0	//0
	E-DELANAN	7/29/2014	1000122750663	MISS MARY SMITH	Does your love life	Coppa, Max	BF1729.L6 C67 2	o426803769	//0	//0	//0
	HAMBURG	7/24/2014	1000120677223	MS SARAJ JONES	Mind is the master :	Allen, James, 1	BF639 .A636 201	o426804036	//0	//0	//0

**Monthly Individual Library Circulation Statistics by Item Type**

Item type	Workstation library	AUDUBON	TOTAL	PIECES	CIRC
AUDIOBKCAS		2	2		2
AUDIOBKCD		1111	1111		1111
AUDIOBOOK		7	7		7
BLURAY		1298	1298		1298
BOOK-SFTW		5	5		5

Monthly Circulation Statistics by Library

Workstation library	TOTAL	PIECES	CIRC
ALDEN	2870		2870
ANGOLA	4429		4429
AUDUBON	34915		34915
BOSTON	4785		4785

Quarterly Individual Library Circulation of New Non-Fiction Items

NCO New Adult Nonfiction January 2013 - December 2013

Call Number	Title	Author	Year Published	Item ID	Checkouts & Renewals	Date Copy Created	Date Last Checked Out
AG243 .G87 2011	NCOGENERIC PAPERBACK 2013			0000223604562	0	10/11/2013	NEVER
AG243 .G87 2012D	GUINNESS WORLD RECORDS 2013	Glenday, Craig, editor	2012	0000231824947	1	6/6/2013	6/7/2013
AY67 .W7 2013	THE WORLD ALMANAC AND BOOK OF F	Janssen, Sarah, editor	2013	0000231206384	1	1/16/2013	2/6/2013
AY67 .W7 2013	THE WORLD ALMANAC AND BOOK OF F	Janssen, Sarah, editor	2013	0000231695289	0	3/15/2013	NEVER
AY81.F3 O6 2012	THE OLD FARMER'S ALMANAC CALCULA	Thomas, Robert Bailey	2012	0000231239666	0	1/30/2013	NEVER
AY81.F3 O6 2013	THE OLD FARMER'S ALMANAC CALCULA	Thomas, Robert Bailey	2013	0000232741652	4	9/30/2013	4/21/2014
BF1555 .H395 2005	PEOPLE WHO DON'T KNOW THEY'RE DE	Hill, Gary Leon	2005	0000232799643	4	10/30/2013	4/27/2014

Annual Most Popular Circulating Titles by Various Audiences and Formats

500 Most Popular Titles - Adult Fiction

Checkouts and Renewals	Collapsed Titles	Holding Libraries	Copies	Title	Author
2199	1	37	113	GONE GIRL A NOVEL	Flynn, Gillian
2140	1	37	89	THE FORGOTTEN	Baldacci, David
2014	1	37	92	NOTORIOUS NINETEEN A STEPHANIE PLUM NOVEL	Evanovich, Janet
2007	1	37	84	ALEX CROSS, RUN	Patterson, James

Annual Most Popular Titles by Hold Count – for Various Formats and Audiences

500 Most Popular Titles by Hold Count

Holds	Collapsed Titles	Copies	Holds Ratio	Title	Author
910	1	100	9.1	GONE GIRL A NOVEL	Flynn, Gillian
793	1	91	8.714	INFERNO A NOVEL	Brown, Dan
702	1	73	9.616	AND THE MOUNTAINS ECHOED	Hosseini, Khaled
548	1	30	18.267	THE LIGHT BETWEEN OCEANS	Stedman, M. L.
519	1	80	6.487	SYCAMORE ROW	Grisham, John
501	1	74	6.77	THE STORYTELLER A NOVEL	Picoult, Jodi
485	1	69	7.029	12TH OF NEVER	

Annual Circulation at each Library by Format

BUFFALO & ERIE COUNTY PUBLIC LIBRARY 2013 CIRCULATION STATISTICS FOR STATE REPORT

Library	4.1 Adult Fiction	4.2 Adult Non-Fiction	4.4 Children's Fiction	4.5 Children's Non-Fiction	4.8 Adult Other	Adjust	Total Adult Other	4.9 Children's Other	4.10 Electronic Materials	State Report Totals
ALDEN	7,816	1,761	5,917	1,177	15,487		15,487	4,251		36,409
<b>TOTAL - ALDEN</b>	<b>7,816</b>	<b>1,761</b>	<b>5,917</b>	<b>1,177</b>	<b>15,487</b>	<b>0</b>	<b>15,487</b>	<b>4,251</b>		<b>36,409</b>
AUDUBON	81,747	41,714	71,412	17,255	229,277		229,277	45,727		487,132
LEARFIELD	71,692	26,149	56,837	11,972	129,279	1	129,280	37,768		333,698
GGERT	37,880	16,992	30,620	5,420	90,653		90,653	23,938		205,503
VMSVILLE	11,063	4,576	11,248	1,934	33,518		33,518	8,786		71,125
<b>TOTAL - AMHERST</b>	<b>202,382</b>	<b>89,431</b>	<b>170,117</b>	<b>36,581</b>	<b>482,727</b>	<b>1</b>	<b>482,728</b>	<b>116,219</b>		<b>1,097,458</b>
ANGOLA	9,026	2,776	8,116	1,238	26,584		26,584	5,008		52,748
<b>TOTAL - ANGOLA</b>	<b>9,026</b>	<b>2,776</b>	<b>8,116</b>	<b>1,238</b>	<b>26,584</b>	<b>0</b>	<b>26,584</b>	<b>5,008</b>		<b>52,748</b>
AURORA	34,285	17,621	32,090	8,584	98,393	1	98,394	29,877		220,851
<b>TOTAL - AURORA</b>	<b>34,285</b>	<b>17,621</b>	<b>32,090</b>	<b>8,584</b>	<b>98,393</b>	<b>1</b>	<b>98,394</b>	<b>29,877</b>		<b>220,851</b>

**Annual Count of Titles Added at each Library by format**

BUFFALO & ERIE COUNTY PUBLIC LIBRARY 2013 ADDITIONS TO HOLDINGS FOR STATE REPORT						
Town	Library	2.27 ADDS - Cataloged Books	2.28 ADDS - Other Print Materials	2.29 ADDS - Electronic Materials	2.30 ADDS - All Other Materials	Totals
ALDEN	ALDEN	823	403		482	1,708
<b>GRAND TOTAL - ALDEN</b>		<b>823</b>	<b>403</b>	<b>0</b>	<b>482</b>	<b>1,708</b>
AMHERST	AUDUBON	6,404	2,970		4,010	13,384
AMHERST	CLEARFIELD	4,778	2,385		2,182	9,345
AMHERST	EGGERT	3,229	2,677		2,023	7,929
AMHERST	WMSVILLE	1,374	1,275		1,225	3,874
<b>GRAND TOTAL - AMHERST</b>		<b>15,785</b>	<b>9,307</b>	<b>0</b>	<b>9,440</b>	<b>34,532</b>
ANGOLA	ANGOLA	934	619		670	2,223
<b>GRAND TOTAL - ANGOLA</b>		<b>934</b>	<b>619</b>	<b>0</b>	<b>670</b>	<b>2,223</b>
AURORA	E-AURORA	3,465	1,978		1,823	7,266
<b>GRAND TOTAL - AURORA</b>		<b>3,465</b>	<b>1,978</b>	<b>0</b>	<b>1,823</b>	<b>7,266</b>

**Annual Count of Active Borrowers by Library**

BUFFALO & ERIE COUNTY PUBLIC LIBRARY 2013 BORROWER STATISTICS FOR STATE REPORT				
Town	Library	3.12 Registered Resident Borrowers	3.13 Registered Non-Resident Borrowers	Total No. of Borrowers
ELMA	ELMA	4,554	6	4,560
<b>GRAND TOTAL - ELMA</b>		<b>4,554</b>	<b>6</b>	<b>4,560</b>
GRAND ISLAND	GR-ISLAND	7,451	16	7,467
<b>GRAND TOTAL - GRAND ISLAND</b>		<b>7,451</b>	<b>16</b>	<b>7,467</b>
HAMBURG	HAMBURG	11,874	20	11,894
HAMBURG	LAKESHORE	5,108	-	5,108
<b>GRAND TOTAL - HAMBURG</b>		<b>16,982</b>	<b>20</b>	<b>17,002</b>

**Annual Item Counts at each Library by Format**

BUFFALO & ERIE COUNTY PUBLIC LIBRARY TOTAL ITEM COUNT FOR 2013 STATE REPORT													
Library	2.2 Cataloged Books - Adult Non-Fiction	2.4 Cataloged Books - J-Fiction	2.5 Cataloged Books - J-Non-Fiction	2.8 Other Print Materials - Uncataloged	2.9 Other Print Materials - Print Serials	2.10 Other Print Materials - All Other Print	2.13 Electronic Material - Ebook	2.17 Electronic Materials - Other Electronic Mat.	2.19 all Other Materials - Audio	2.21 Downloads Audio	2.21 All Other Materials - Video	2.23 Downloads Video	2.23 Other All O
ALDEN	1,907	3,009	957	1,179	300	10			1,165		2,919		
<b>TOTAL - ALDEN</b>	<b>1,907</b>	<b>3,009</b>	<b>957</b>	<b>1,179</b>	<b>300</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>1,165</b>	<b>0</b>	<b>2,919</b>	<b>0</b>	
AUDUBON	20,526	19,620	11,112	9,536	1,645	42		38	13,222		19,768		
CLEARFIELD	14,460	15,013	7,894	8,869	2,218	16		9	8,931		12,291		
EGGERT	6,103	11,040	4,316	5,119	1,330	15		7	5,527		8,962		
WMSVILLE	6,494	6,846	4,066	4,157	859	8		7	3,987		5,398		
<b>TOTAL - AMHERST</b>	<b>47,583</b>	<b>52,519</b>	<b>27,388</b>	<b>27,681</b>	<b>6,052</b>	<b>81</b>	<b>0</b>	<b>61</b>	<b>31,667</b>	<b>0</b>	<b>46,419</b>	<b>0</b>	
ANGOLA	5,533	3,987	2,611	1,663	704	14		4	1,714		2,009		

**Annual List of Titles Used/Unused by Format for each Library**

CENTRAL Circulating Magazine Titles with issues checked in between June 1, 2013 and May 31, 2014	Number times the issues were checked out* at this library during the same period
New Yorker (New York, N.Y. : 1925)	107
Glamour	95
New York	94
Jet	92
Vegetarian times	91
People (New York, N.Y. : 2002)	86
Men's health (Magazine)	85

**Annual Analysis of New Material Turnover**  
Circulating items added in 2013\* excluding magazine issues

148,608 items added  
 5,620 items did not circulate (3.78%)  
 142,987 items circulated at least once from January 2013-July 29, 2014 (96.22%)  
  
 6,584 items circulated one time only

## APPENDIX 4 INTERFACES TO FINANCIAL SYSTEMS

The B&ECPL uses an SAP System that is owned and controlled by Erie County. Currently, the ILS and SAP do not interface at all. The B&ECPL has no plans to discontinue use of Erie County's SAP system.

Financial reports we currently use:

**Regarding Circulation:** "Audit Trail New with Bill Reason report from Admin" (excerpt below) includes:

- Transactions paid
- Transactions waived/adjusted

Library	Date	Time	User Access	Station	Pay Type	Amount	User ID	Item ID	Item Type	Bill Reason
ALDEN	10/27/2014	10:08	JALDEN	ALD_C01	CASH	\$0.30	1000117886217	0000190391375	J-FICTION	OVERDUE
ALDEN	10/27/2014	14:46	JALDEN	ALD_C01	CASH	\$1.00	1000124871194	0000234573533	DVD	HOLD
ALDEN	10/27/2014	14:46	JALDEN	ALD_C01	CASH	\$7.00	1000124871194	0000234594356	DVD	OVERDUE
ALDEN	10/27/2014	14:46	JALDEN	ALD_C01	CASH	\$1.00	1000124871194	0000235251089	DVD	HOLD
ALDEN	Total paid:\$9.30									
ANGOLA	10/27/2014	12:50	JANGOLA	ANG_C01	CASH	\$1.00	1000122429870	0000232189829	FICTION	OVERDUE
ANGOLA	10/27/2014	13:00	JANGOLA	ANG_C01	CASH	\$1.00	1000124604835	0000228313847	DVD	OVERDUE
ANGOLA	10/27/2014	13:45	JANGOLA	ANG_C01	CASH	\$15.00	1000125213792	0000151872199	FICTION	OVERDUE
ANGOLA	10/27/2014	14:42	JANGOLA	ANG_C02	CASH	\$0.25	1000124106351	0000229188628	NONFICTION	HOLD
ANGOLA	10/27/2014	16:09	JANGOLA	ANG_C02	CASH	\$0.25	1000124390567	0000230119059	Y-FICTION	HOLD
ANGOLA	10/27/2014	16:09	JANGOLA	ANG_C02	CASH	\$0.25	1000124390567	0000230826455	FICTION	HOLD
ANGOLA	10/27/2014	16:09	JANGOLA	ANG_C02	CASH	\$0.25	1000124390567	0000231640855	FICTION	HOLD

**Regarding Unique Management (collection agency):** reports automatically generated and forwarded to Unique every evening/week (two reports excerpted below) includes:

- Electronic file detailing any changes to the patron's account processed on a daily basis (Payments, waives, adjustments, any addition, etc).

### Report 1:

Report Log for Info on Users with Delinquent Bills

Report collection data scheduled as Collections Info Agency Adds over 25

A file of data on delinquent bills.

346899 user record(s) considered.

153177 user record(s) selected.

finished on Sunday, October 26, 2014, 2:37 AM

153177 userstatus record(s) considered.

130465 userstatus record(s) selected.

Debts will be referred for collection if the total amount due is more than \$25.00.

The total amount due will include a collection fee of \$10.00.

Bills will be included if the balance due is more than \$0.00.

Bills will be included if the date billed is not earlier than 7/6/2014 and not later than 9/26/2014.

The patron's name, id, debt details, and other information will be written to standard output.

Database records will be updated.

130465 user record(s) considered.

156 user record(s) written.

```
<?xml version="1.0" encoding="iso-8859-1"?>
```

```
<records>
```

```
<mode>SUBMISSION</mode>
```

```
<created>10/26/2014,2:38</created>
```

```

<record>
<user>
<key>889373</key>
<name_key>ACOSTA JEREMY Y</name_key>
<full_name>JEREMY Y ACOSTA</full_name>
<last_name>ACOSTA</last_name>
<first_name>JEREMY</first_name>
<id>1000125447242</id>
<alt_id>-889373</alt_id>

<language>ENGLISH</language>
<profile>1-NEW-Y-A</profile>
<birthdate>11/21/2003</birthdate>
<phone>347-775-0629</phone>
<zipcode>14202</zipcode>
<address_line1>960 MAIN ST</address_line1>
<address_line2>APT 217</address_line2>
<address_line3>BUFFALO, NY</address_line3>
<address_line4>14202</address_line4>
</user>
<bill_fines_due>43.74</bill_fines_due>
<first_delinquency_date>20140723</first_delinquency_date>
<submission_referral_fee>10.00</submission_referral_fee>
<total_amount_due>53.74</total_amount_due>
    
```

Report 2 (same information as above report, but formatted for easy staff reference):

### Weekly list of users sent to Collections - owe more than \$25

cnum	fullname	lastname	firstname	patron_balanc	prev_id	prev_id2	altid	language	profile	birthdate	catego
1000122011355	GRACE M PETERS	PETERS	GRACE	35.24	1E+12	1E+12		ENGLISH	1-ADULT	11/7/1969	MAILLI
1000122211385	SUZANNE CONIDI	CONIDI	SUZANNE	36.00				ENGLISH	1-ADULT	1/1/1977	
1000125210947	LISA L HALE	HALE	LISA	36.00	1000123	1E+12		ENGLISH	1-ADULT	9/14/1973	

#### Desired Features:

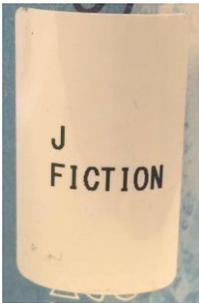
- Electronic financial reports that can be converted to Excel.
- Ability to manually add charges back onto a patron’s account.
- A system that is a Point of Sale System (POS) or can be interfaced with a POS system. This system would be able to generate a daily report for all financial transactions, categorized by type of transaction (similar to a cash register “z-report.”)

## APPENDIX 5 LIBRARY SPINE AND BOOK LABELS

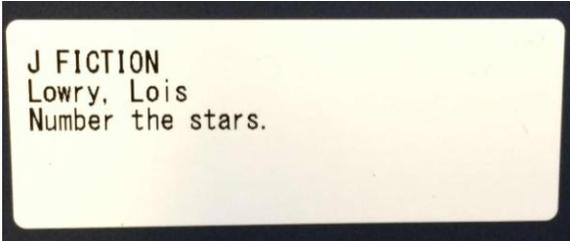
The B&ECPL utilizes both vendor-produced labels and labels printed in-house.

Many print materials are pre-processed by the library's major acquisitions materials vendors to include spine and bibliographic labels.

- Sample pre-processed spine label (approximately 1 ½" H by 1" W):



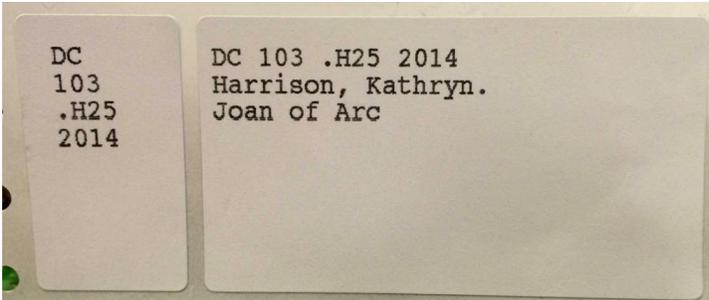
- Sample pre-processed bibliographic label (approximately 1" H by 2 ½" W):



Labels are printed in-house using OCLC.

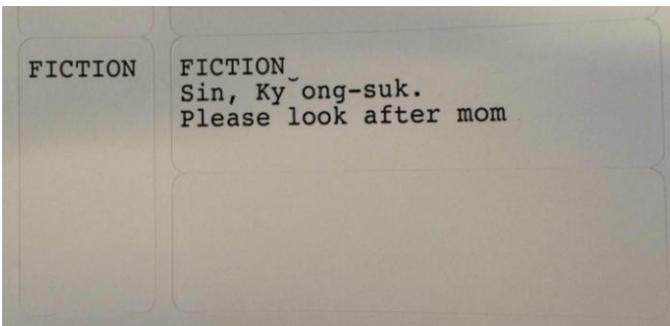
Oki Microline 320 Turbo 9 Pin Printers and Digital DecWriter 95 Dot Matrix printers are used to print single label sets. Labels used are Gaylord PermaPlus Foil-Back SLB Continuous Processing Label Sets.

- Sample single label set (spine label approximately 1.625" H by 0.875" W; bibliographic label approximately 1.625" H by 2.875" W):



HP LaserJet 2200 Printers are used to print full sheet laser label sets. Labels used are Gaylord PermaPlus Paper SL4 Laser & Inkjet Processing Label Sets.

- Sample full sheet label set (spine label approximately 1.656" H by 0.812" W; bibliographic label approximately 0.844" H by 2.812" W):



## APPENDIX 6

### EXISTING SYMPHONY SERVER HARDWARE AND SOFTWARE AND CONFIGURATION AND THIRD PARTY SYSTEMS AND SERVICES

Dell Poweredge R720 [2, 16 Core Xeon 2.90 GHz processors; 64 GB Ram; 8, 300GB hard drives configured RAID 1+0; Redhat Linux]

Production and test servers.

\*LVM snapshots used as backup, stored on separate disk based servers

Currently Running SirsiDynix Symphony version 3.4.1 Service Pack 3

Dependent systems:

1. Workflows Java Client
2. Director's Station Reporting Utility
3. eLibrary Catalog/BookMyne
4. EnvisionWare
  - a. PC Reservation V3.5.12 & 4.3.1
  - b. LPT:One Print Management V4.7.2 & 4.9
  - c. One Stop Self Check
  - d. Staff/Circ RFID - RFIDSoftwareSuite 3.1.0.20887
  - e. Branch Manager
  - f. eCommerce
5. EBL – uses SIP2 authentication
6. Overdrive – uses SIP2 authentication
7. Custom apps utilizing SIP2 for login authentication.

## APPENDIX 7 EXISTING B&ECPL DIGITAL ASSETS

The majority of the B&ECPL's existing digital assets are currently hosted by the New York Heritage and the New York State Historic Newspapers websites, utilizing OCLC's CONTENTdm and the Library of Congress' Chronam software (respectively). Additional digital assets include small collections of image, audio, and video files located within an Omeka-based website, on Flickr, and on Issuu.

### About New York Heritage:

<http://www.newyorkheritage.org>

New York Heritage is a project of the NY 3Rs Association, Inc. It is a research portal for students, educators, historians, genealogists, and anyone else who is interested in learning more about the people, places and institutions of New York State. The site provides free access to more than 170 distinct digital collections, totaling hundreds of thousands of items.

The collections in New York Heritage represent a broad range of historical, scholarly, and cultural materials held in libraries, museums, and archives throughout the state. Collection items include photographs, letters, diaries, directories, maps, newspapers, books, and more.

The B&ECPL has contributed 9 collections to New York Heritage, totaling 41,365 pages/images for 355 digital objects, occupying approximately 94 GB of storage space.

### About New York State Historic Newspapers:

<http://nyshistoricnewspapers.org/>

This site is created by the Northern New York Library Network on behalf of the NY 3Rs Association, Inc. The North Country Library System is responsible for hosting and technical support on this project.

The images on this web site were scanned, processed by an optical character recognition program and converted to computer files. The contents of those files were then indexed and placed on a central server.

The B&ECPL has contributed 3 titles to New York State Historic Newspapers, totaling 27,231 pages for 2,235 scanned newspaper issues, occupying approximately 204 GB of storage space.

## APPENDIX 8 B&ECPL STANDARD PROFESSIONAL SERVICES CONTRACT (Sample)



### CONTRACT FOR SERVICES

THIS CONTRACT is between the BOARD OF TRUSTEES OF THE BUFFALO & ERIE COUNTY PUBLIC LIBRARY, as "Library," and INSERT, as "Contractor," (FILL IN ADDRESS HERE)

The parties agree as follows:

1. PERFORMANCE. The Contractor shall provide the Library with the following services: (FILL IN HERE) pursuant to the attached Exhibit (FILL IN EXHIBIT OR ATTACHMENT NAME HERE)
2. CONTRACT TERM. The time of performance of the contract shall be: (FILL IN HERE)
3. COMPENSATION. The Library shall pay the Contractor as full compensation for everything furnished and done under this contract a fee of (FILL IN HERE). Award of a contract is subject to the availability, appropriation, and certification of sufficient funds as may be required; and any contract resulting from such award may be canceled if sufficient funds are not available, appropriated, and certified.
4. PAYMENT. The Contractor shall send its application for payment to: Attention Business Office, Buffalo & Erie County Public Library, 1 Lafayette Square, Buffalo, NY 14203. Payment will be made within thirty (30) days after receipt of the Contractor's application and determination by the Library that Contractor's work is satisfactory, except as provided by law.
5. COMPLIANCE WITH LAWS. Each party shall comply with all applicable federal, state, and local laws and regulations.
6. ASSIGNMENTS. This contract is binding on the parties and their heirs, successors, and assigns. Neither party may assign, transfer nor subcontract its interest, in whole or in part, without the other party's prior written consent.
7. DISPUTES. This contract shall be performed under the laws of the State of New York. Any litigation to enforce this contract or any of its provisions shall be brought in Erie County, New York.
8. AMENDMENTS. This contract may be amended at any time by mutual written agreement.
9. ANTI-KICKBACK. No officer or employee of the Buffalo & Erie County Public Library, having the power or duty to perform an official act or action related to this contract shall have or acquire any interest in the contract, or have solicited, accepted or granted a present or future gift, favor, service or other thing of value from or to any person involved in this contract.
10. TERMINATION. Either the Library or the Contractor may terminate this Contract with or without cause at any time by giving ten (10) days written notice of termination to the other contracting party. In the case of termination by the Library, the Contractor shall, upon receipt of notice of termination, refrain from incurring any further costs under this Contract and shall use its best efforts to cancel any commitments made by it prior to receipt of such notice. Termination shall, however, not affect any commitments of the Contractor which, in the judgment of the Library, have properly become legally binding prior to the effective date of termination and which could not reasonably have been rescinded by the Contractor. Any prepaid but unearned funds shall be returned to the Library.

It is understood and agreed, however, that in the event the Contractor is in default upon any of its obligations hereunder at the time of termination, the Library shall be entitled to pursue any rights or remedies which the Library may have against the Contractor by reason of such default, and the Library may withhold any payments to the Contractor for the purpose of set-off until such time as the exact amount of damages may be determined.

11. LIABILITY. In the performance of this contract, the Contractor is an independent contractor and the Contractor, its officers, employees, agents or subcontractors shall not be considered to be employees or agents of the Library. The Contractor shall indemnify and hold the Library harmless from any loss, liability, damage, death or injury to any person or property, from any negligent or wrongful act or omission of the Contractor, its agents, or employees, arising directly or indirectly as a consequence of this contract.

The contractor shall further indemnify, defend, and hold harmless the County of Erie, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorney's fees or loss arising directly or indirectly out of the performance or failure to perform hereunder by the contractor or third parties under the direction or control of the contractor.

Insurance shall be procured by the Contractor before commencing work, no later than 14 days after notice of award, and maintained without interruption for the duration of the contract, in the kinds and amounts specified in the attached "Buffalo & Erie County Public Library, Standard Insurance Requirements" and the attached "Erie County, Standard Insurance Requirements" unless modified by mutual agreement. If the insurance is not provided in acceptable form within this period of time or lapses during the contract period, then the Buffalo & Erie County Public Library may immediately terminate the contract. Said insurance shall name both the Buffalo & Erie County Public Library AND Erie County as an additional insured.

12. SEVERABILITY. In the event any provision of this contract should become invalid, the rest of the contract shall remain in full force and effect.

13. STANDARD OF PERFORMANCE. The silence or omission in the contract regarding any detail required for the proper performance of the work means that the Contractor shall perform the best general practice and that only material and workmanship of the best quality are to be used.

14. ASSIGNMENT AND SUBCONTRACTING. The Contractor shall not assign, transfer, or convey this Contract or any part hereof or any interest herein, nor shall the Contractor subcontract for the performance of any of its obligations hereunder without the prior written consent of the Library. Any such subcontracts and all other arrangements made by the Contractor in connection with its performance hereunder, including the Contractor's arrangements with its agents and employees, shall be made subject to, and consistent with the conditions and limitations of this Contract.

15. WARRANTY OF ORIGINALITY. The Contractor warrants that all material produced by the Contractor and delivered to the Library hereunder shall be original except for such portion as is included with permission of the copyright owners thereof, that it shall contain no libelous or unlawful statements or materials, and will not infringe upon any copyright, trademark, patent, statutory, or other proprietary rights of others, and that it will hold harmless the Library from any costs, expenses, and damages resulting from any breach of this warranty.

16. USE OF NAME. The Contractor agrees not to use the Library's name or the names of any staff members or employees thereof in advertising, sales promotion work, or in any other form of publicity except with the written permission of, and to the extent approved by the Library.

17. NONDISCRIMINATION. During the performance of this contract, the Contractor and its subcontractors shall not discriminate on the basis of race, color, sex, religion, national origin, creed, age or the presence of any sensory, mental or physical handicap in employment or application for employment or in the administration or delivery of services or any other benefits under the contract.

18. ENTIRE CONTRACT. This Contract supersedes any and all other contracts or understandings, either oral or written, between the parties and contains all the terms and conditions agreed upon by the parties. In the event of any conflict or inconsistency between this contract and (FILL IN EXHIBIT OR ATTACHMENT NAME HERE), the terms of this contract shall prevail.

19. INDEPENDENCE OF PARTIES. This Contract shall not create any agency, partnership, association, or joint venture between the parties. Neither party shall have any right or authority to create any obligation or responsibility, express or implied, on behalf of or in the name of the other party, or to bind the other party contractually in any manner whatsoever.

Approved as to Form

\_\_\_\_\_  
Attorney for Buffalo & Erie  
County Public Library

BUFFALO & ERIE COUNTY PUBLIC LIBRARY

By \_\_\_\_\_  
Director

Date \_\_\_\_\_

Contractor:

By \_\_\_\_\_

Date \_\_\_\_\_

Title: \_\_\_\_\_

Federal Tax ID No. or SS# \_\_\_\_\_