



To: Prospective Supplier

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Date: November 27, 2019

**Subject: Request for Proposal #220-23
Library Services Platform**

Grand Valley State University is accepting proposals for a Library Services Platform (LSP) solution that combines the functionality of a traditional Integrated Library System (ILS) with a fully functioning e-resource management (ERM) platform as well as a discovery service.

If you wish to provide this service, submit your proposal by e-mail (smalligk@gvsu.edu) no later than 5:00 pm on Friday January 3, 2020. Your proposal must be received by that date and time. No telephone, fax, or verbal quotations will be accepted. GVSU is not responsible for late, lost, misdirected, damaged, incomplete, illegible, or postage-due mail. **Include the RFP number RFP #220-23 in the subject line of your e-mail.**

Questions regarding this RFP should be directed to Kip Smalligan at the above contact information.

SECTION 1– INSTRUCTIONS

Grand Valley State University is accepting proposals for a Library Services Platform (LSP) solution that combines the functionality of a traditional Integrated Library System (ILS) with a fully functioning e-resource management (ERM) platform as well as a discovery service.

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1. Project Schedule:

Proposal Due Date	Friday January 3, 2020 at 5:00 pm
Interview & Demonstration (if needed)	January 27- February 14, 2020
RFP Awarded	February 2020

Note that GVSU is closed for winter break December 23, 2019 through January 1, 2020.

2. Should it become necessary to revise any part of the RFP, notice of the revision will be given in the form of an addendum to all prospective suppliers on record as having received the RFP. Notice will also be posted on the Bid Opportunities page of the GVSU Procurement Services website at <http://gvsu.edu/purchasing/bid-opportunities-35.htm>. Each supplier should acknowledge receipt of addenda in their proposal on the proposal form, but the failure of a supplier to receive or acknowledge receipt of any addendum, shall not relieve the supplier of the responsibility for complying with the terms thereof.

Any questions regarding this RFP should be submitted to Kip Smalligan at smalligk@gvsu.edu or 616/331-3211. Responses to questions relevant to all will be posted on the Bid Opportunities page. When corresponding include the RFP number **RFP #220-23** in the subject line of your e-mail.

3. Grand Valley State University reserves the right to accept or reject any or all proposals.
4. Each proposal should be prepared simply and economically, providing a straightforward, concise description of the service, approach, and ability to meet the University's needs as stated in this RFP.
5. Regarding the System Requirements section, the supplier must state any qualification or reservation if the capability cannot be fully met or can only be fully met with significant workaround or adjustment.

6. Include all costs to GVSU in proposal. Provide a cost schedule for optional or variable costs.
7. Any party responding to this RFP is solely responsible for investigating and satisfying itself on every aspect of the LSP, including without limitation, branch conditions, environmental matters, servicing requirements, and design feasibility and requirements.
8. All proposals relating to this RFP are considered public information under Michigan law.
9. GVSU reserves the right to enter into discussions and/or negotiations with the vendor or vendors determined to be reasonably possible for award selection. GVSU additionally reserves the right to enter into exclusive discussions and/or negotiations with the vendor whose proposal is deemed to be most advantageous.
10. Respond to the questions in the System Requirements section on pages 4 through 21.
11. Complete the Proposal Form on pages 28-29.
12. Suppliers may be asked to make a presentation to the evaluation team and members from the library staff.
13. Acceptance of awarded proposal will be made by GVSU purchase order.
14. Grand Valley State University is Michigan sales tax exempt. Exemption certificate will be provided to awarded supplier if applicable.
15. Suppliers are responsible for all associated costs incurred in responding to this RFP.
16. Direct all questions regarding this RFP to Kip Smalligan at 616/331-3211 or smalligk@gvsu.edu.

SECTION 2– INTRODUCTION

The Grand Valley State University Libraries is seeking proposals from vendors, nonprofit organizations, and others offering to provide a set of unified library services. The GVSU Libraries has concluded that a system that allows for seamless communication between the wide variety of library software and services will increase efficiency and improve staff workflows. GVSU is not looking to replicate existing functionality, but is looking to find a solution that combines functionality of a traditional ILS with a fully functioning e-resource management platform and a discovery service. Respondents are encouraged to discuss both functional requirements and how their solution will meet outcomes like reducing duplication of effort and improving efficiencies.

The Grand Valley State University Libraries has library locations in Allendale and Grand Rapids, Michigan. The Libraries serves a population with a diverse set of information needs. GVSU has over 3,500 faculty and staff, and just under 21,000 full-time students. The GVSU Libraries currently has a number of systems in place to manage resources and help users discover them. The current ILS is an Innovative Interfaces Sierra system (in place since 2012), and uses ProQuest’s Intota, 360 Link, and Summon fore-resource management and discovery. For material selection, the Libraries relies heavily on EBSCO’s GOBI, but utilizes a number of vendors for order fulfillment.

The GVSU Libraries also has an institutional repository (<https://scholarworks.gvsu.edu/>) as well as digital collections (<https://digitalcollections.library.gvsu.edu/>). While we are not looking to duplicate the functionality of these systems into a proposed solution, it is important that these collections be discoverable through any discovery service.

The following chart shows library system activity based on currently available statistics*:

Bibliographic Records (includes e-journals)	1,938,022
Authority Records	147,000 subject, 392,000 name
Active Users in current ILS	29,921
Annual Circulation (approximate)	80,000
Staff Workstations (approximate)	60
Records in Institutional Repository & Digital Collections (approximate)	90,000
E-journals	108,000

*Accurate as of 10/14/2019

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 - b. HECVAT Lite for all systems included in this proposal

Full answers will include how your proposed solution meets the functional requirement and, where appropriate, how it can help streamline workflows, reduce duplication of effort, and improve the end-users experience.

1) Vendor Information

- a. Provide a summary of the organization's experience and qualifications, including: a brief history of the organization, ownership information, number of employees, percentage of employees assigned to product development and/or support, headquarters address and names of key executives. Discuss the organization's corporate outlook over the next three years including market share, stability, goals and major initiatives.
- b. Have there been any changes in ownership, other than shares on a public stock exchange, in the organization in the last seven years?
- c. Describe how your organization promotes environmental sustainability.
- d. Describe how your organization supports inclusion and equity efforts within your organization and in the field of librarianship.
- e. How many staff would be involved in GVSU's implementation and migration of your proposed solution?
- f. Provide three customer references that have implemented your system within the last three years. Include customer name, contact name, phone number, and email address for each reference.
- g. Does your organization support any other ILS or LSP products not within the scope of this proposal? If so, what percentage of your customers are running each of your ILS or LSP products?

2) Pricing

- a. Describe and tabulate in detail the pricing model for the proposed solution and any add-on options; include the metrics used to drive the pricing model.
- b. Provide an estimated annual cost for the next five years. What factors have gone into the estimated annual cost?

3) Systems

a. Architecture

- i. Do you provide a hosted solution? If so, who hosts the data (submitters servers, Amazon, etc.)?
- ii. What is the expected local systems staffing level for your solution, given an institution such as GVSU?
- iii. Are there any initial configuration or implementation decisions that cannot be changed later, or altered without additional expense?
- iv. How do feature enhancements, upgrades, updates, etc. take place on your system? Do any of these cause system downtime? If so, what amount of downtime is to be expected?
- v. Does your solution provide a browser based staff client? If browser based, which browsers are supported? How do you determine which browsers are supported?
- vi. If your solution does not use a browser based staff client and instead provides a locally installed staff client, what operating systems are compatible with your staff client? What are the minimum requirements?
- vii. If your solution does not use a browser based staff client and instead provides a locally installed staff client, what are client update deployment options (can this be done remotely? automatically pushed? other?)

b. Data Security & Data Access

- i. Describe the data center(s) where the hosting is performed and any certifications or standards followed by the facility. Is data stored on redundant servers in multiple geographic locations?
- ii. Describe the physical security of the data center(s) that house the proposed solution.
- iii. What is the uptime percentage of the proposed solution(s)?
- iv. Describe any data management practices to which the solution adheres, including those for patron and circulation transaction information. Include relevant information on standards compliance (such as ISO 27001) and any organizations information technology audits that have been completed.

- v. Will you allow GVSU to conduct penetrations tests or vulnerability scans on the server(s) where our data is stored?
 - vi. How does your solution ensure information is kept secure while in transit?
 - vii. Does your solution encrypt backup and replica data sets? If so, how?
 - viii. How does your solution prevent data loss? What does the data recovery process look like? Is that something we have to work through you to do, or can we do it on our own? How long does the data recovery process typically take? Can compartmentalized data be recovered (e.g. a subset of bib records) or does the whole system have to be rolled back in its entirety?
 - ix. What are your processes as related to security breaches? How quickly do you notify the library of a data breach?
 - x. What data validation does the solution perform on records as they are created or edited? Indicate whether this is different for batch jobs as compared to single records.
 - xi. Does GVSU retain ownership of the data stored at the data center? Will our data be stored in a proprietary format? Are we able to, at any time, acquire a snapshot of our full data?
 - xii. How does the solution track changes to records? Are changes to all record types tracked? Is there any audit trail for edits? Is it possible to revert to a previous version of a record?
 - xiii. How has the solution been designed to comply with laws and regulations governing the storage and use of “protected” user data? Examples of such laws and regulations include: Family Educational Rights and Privacy Act (FERPA), Payment Card Industry Data Security Standards (PCI-DSS), and General Data Protection Regulation (GDPR).
- c. Authentication, permissions, and identity management
- i. Can your solution use GVSU’s data stores (Active Directory, LDAP) for both staff and patron accounts? How does this capability work alongside identities natively managed within the proposed solution?
 - ii. How are administrative rights assigned within the system? Can administrative rights be assigned to identities stored in external identity stores, such as Active Directory?

- iii. Does your solution allow for group based permissions? If so, are there any differences between what permissions can be managed for groups vs. individuals?
- iv. What is the level of granularity of access controls for staff functions (principle of least privilege)? E.g., can certain data elements be made read-only for some staff and read-write for others?
- v. Some GVSU Library staff members and patrons might have multiple identities within the institution (e.g. a staff member ID and a student ID). How would users with multiple identities be supported in the system, with respect to authentication, permissions assignment to their account, and permissions on their accounts?
- vi. Do you support single sign-on authentication and authorization solutions (e.g., CAS)?

d. Integration & Extensibility

- i. How would your solution integrate with related services like self-checks (Bibliotheca), resource sharing (ILLiad, Rapid ILL, INN-Reach), link resolution, proxy services (EZproxy), student information systems (Banner), discovery, etc.?
- ii. Does your solution support OpenURL? OAI-PMH?
- iii. How does your solution integrate with campus financial systems (Ellucian Banner), as used for ordering, invoicing, and other functions?
- iv. Is the solution able to process transactions via NCIP and SIP2?
- v. Does your solution provide access to documented web services and APIs? How are the APIS accessed? Do these allow for read/write/update/delete functionality? Are there any licensing or technical restrictions placed on the use of these tools and services? Are business and access controls applied?
- vi. What Security protocols are in place to secure data when APIs are in use?
- vii. Does the staff client offer any automation features such as macros, keyboard shortcuts, or keystroke recording?
- viii. How does your product support for the Library Linked Data model, including the Resource Description Framework (RDF) and RDFa? For example, does the solution possess the ability to expose, as linked data, authority-controlled

names and holdings in the management system?

- ix. Does your solution deliver customizable, relational views of LSP data? Include information about what data are available through these views, whether the views are read-only or provide update capabilities, and any export or scripting capabilities. Can these views include arbitrary data from multiple record types (e.g., bibliographic data and order data)? What, if any, limitations exist on combining data elements from multiple record types for reporting or updating?
 - x. Does your solution support the batch loading of new and updated records or all types?
 - xi. What level of expertise is needed for all reporting, updating, importing and exporting functions? In particular, identify which functions require the intervention of a database administrator or Systems/IT personnel as opposed to functions that library staff can perform on their own
- e. Migration
- i. What is the recommended or typical migration timeline for an organization such as GVSU? Include recommendations regarding the timing, order of work, and the number of stages. What amount of staff time do you estimate will be needed to support the migration?
 - ii. What is the typical or recommended amount of LSP downtime for the migration? What factors play into this recommendation?
 - iii. What migration services do you offer? Describe any data migration services, training, configuration, and policy planning you provide. Is all of this included in the price provided?
 - iv. GVSU Libraries currently uses Innovative Interfaces INN-Reach to support state-wide borrowing and lending. Does the proposed solution interoperate with INN-Reach? Describe how the solution does or could interoperate with INN-Reach.
 - v. Do you have experience migrating systems from Innovative Interfaces Sierra? Are there any specific considerations or difficulties that you have encountered during migrations from Sierra?
 - vi. Do you have the ability to retain and preserve transient or temporal data, such as checkouts, holds, item status, item statistics, patron status, patron blocks,

- through the migration process?
- vii. Are you able to address data cleanup issues during migration (duplicate barcodes, errors in bibliographic records)?
 - viii. What post migration services are included in the cost to support the library as it uses the proposed solution? What post migration services come at an additional cost?
- f. Vendor Support
- i. What proactive monitoring of the solution do you provide? What communications to the customer can result from this monitoring? How do you alert customers in the event of planned downtime and unplanned system anomalies?
 - ii. Through what venues do you offer customer support (e.g. phone, web, chat, email)? What are the hours that customer support is available? What is the expected response time to a submitted issue?
 - iii. Do you accept support requests from any library staff member or only designated representatives? Do you provide a general support contact or is support provided by specialists in functional areas (circulation, cataloging, discovery, etc.)?
 - iv. What customer community activities do you support? Is there an annual user group meeting? Regional interest groups (particularly in the Midwest)?
 - v. What is your product enhancement process? What role do customers play in determining and prioritizing new features and enhancements? What changes have you made to your solution within the last year that was a result of customer feedback? What changes have you made to your solution within the last year that resulted from non-customer/librarian? What is your user testing procedure?
 - vi. What is the frequency of both major and minor system upgrades? When are upcoming changes available for customers to preview?
 - vii. What type of documentation is available to customers? How often is the documentation updated? Is any user authored content available?
 - viii. What support do you offer for the available APIs and web services? Do all of the APIs and web services have documentation?

4) Staff Functions

a. General staff functions

- i. What workflows can be integrated across silos or modules to avoid repetitive data management?
- ii. Does your solution allow for the batch loading of records (patron, bibliographic, authority, etc.) into the system? How does your solution protect designated fields from overlay? What does your solution do if it encounters multiple record matches during a batch load?
- iii. How could your solution support the ability of GVSU to participate in cooperative collection development with other libraries using the same or different systems?
- iv. How does your solution handle data like binding information, donor information, processing notes, etc.?
- v. How does the solution support the processing of physical materials? Including information on how the solution supports spine-label printing either through the solution itself or via a third party solution. Does the solution allow for multiple label layouts and printer options?
- vi. What types of collections reports be generated by staff? Include information on reports based on collection age, collection usage, etc.
- vii. Does your solution provide an easy way to view the public display of a record from the staff interface?

b. Integration with other staff functions

- i. How does your solutions integrate workflows from the point of material selection to circulation? How do materials move through the library pipeline?
- ii. How does the e-resource component interact with the other functional system components (acquisitions, interlibrary loan, fiscal, public interface, etc.)?
- iii. How does or could the solution support the integration between interlibrary loan and acquisitions to provide support for purchase-on-demand programs?
- iv. What are the options for customizing the integration of workflows (for example: Can the system support multiple cataloging queues? Can the solution support multiple labeling queues?)? Describe the system's support for workflow tracking such as automated reminders or alerts.

- c. Acquisitions management
- i. How does your solution support the acquisitions workflow, including ordering, receiving, invoicing, claiming, payment, etc.? How does the solution store the data in relationship to bibliographic and item data? Can order information be linked to multiple bibliographic records?
 - ii. How does your solution provide support for automated selection, ordering, invoicing, and claiming? Do you support standards like EDIFACT? Can these transactions be completely automated? How is the data sent and received in this manner integrated with the acquisitions and financial workflows? How does the solution check for duplicate records?
 - iii. Does the solution have the ability to import bibliographic records individually or in batches from a vendor? Include information on the automatic creation of order, invoice, and/or item records from vendor supplied data.
 - iv. How does the solution provide support for ordering and claiming? Include information on print and electronic submissions and what electronic submission protocols are supported.
 - v. Does your solution allow for the creation of brief bibliographic records for ordering purposes, if no other bibliographic record is available?
 - vi. How does your solution support items that require a bibliographic record, but are not purchased (e.g. donations, government documents)?
 - vii. What fund structures are available for acquisitions payments and the invoice creation and payment workflow? Is there a limit on the number of funds? Can multiple funds be used to pay for a single order?
 - viii. How does your solution store vendor data? What data is stored? How is it used in different functional areas?
 - ix. Is your solution able to integrate with campus financial systems (Ellucian Banner)? What functionality is able to be integrated?
 - x. What financial reporting functionality is available from your solution? What are the different levels of granularity provided for data retrieval?
 - xi. Does your solution provide fiscal close functionality? Are multiple fiscal close methods provided (carry over encumbrances, no carry over, fund code carry over vs. no fund code carry over)? How long is fiscal close data stored within

- the system? Can reports be run against previous fiscal years?
- xii. What records or data are stored in the solution from acquisitions processes and for how long? Does the solutions allow for custom retention periods for specific kinds of data? What kind of audit trail is available? Are reports available in both print and electronic format? How long are reports available?
 - xiii. What acquisitions statistics is your solutions able to provide? What data is not able to be reported out? Can data be extracted across record types, including order, vendor, item and bibliographic records?
- d. Serials management
- i. How does your solution support material management at the issue level, including receiving, item generation, labeling, routing, claiming, and binding?
 - ii. Does your solution support prediction and enumeration patterns for serials check-in purposes? Are patterns able to be re-used or do they need to be recreated for each title?
 - iii. Does your solution allow for the creating of serials record templates that prompt a staff member to input certain information during record creation (e.g. title, ISSN, call number, barcodes, etc.)?
 - iv. How does the solution support the check-in of multiple instances of a given title? For example, one subscription to a title might include individual issues, bound volumes, pocket parts, pamphlet supplements, legislative service, and possibly other parts, each received on a regular or irregular basis. Describe how each of these parts can be accommodated and distinguished, either within a single record or on separate records.
 - v. How does the solution integrate serials claiming across workflows?
 - vi. Does the solution support current MARC 21 holdings record standards? Specifically, describe how the system's serials check-in system can automatically update the MARC 21 holdings record, including all content related to the 85X/86X paired fields, either during receiving or as a separate function.
 - vii. What statistics can be generated from serial records (number of active subscriptions, number of pieces received, etc.)?

- viii. Does the system have the functionality of identifying and collapsing serial binding units? Does the solution provide automated alerts for serial binding?
 - ix. What are the methods and formats for exporting binding information to a file? What are the methods for generating binding information from the solution to send electronically to a vendor, including the interaction with bindery software? What bindery communication protocols are supported?
 - x. How does the solution generate binding preparation reports or reports which facilitate preservation assessment?
- e. E-resource management
- i. Describe the creation of an electronic resource record. How do these records link to license documents and information?
 - ii. How does the solution support the management of license agreements? Can license agreements (scanned copies) be stored within the system? What fields are available for license terms? Can these be integrated into other areas of the solution?
 - iii. How does the solution manage administrative information for electronic resources and contact information for vendors and publishers?
 - iv. What workflow management features are available for electronic resources? This might include renewal reminders, ability to track a resource from trial through setup, etc.
 - v. Does the solution provide an OpenURL resolver? Does the solution provide a knowledge base? How does the knowledge base work the OpenURL resolver? What other functionality does the knowledge base provide?
 - vi. Does the solution have the ability to automatically ingest usage statistics for electronic resources? Can manually retrieved usage statistics be input into the system? Can these statistics be reported out in a customizable format?
 - vii. What reporting functions are available for electronic resources?
 - viii. Does the solution allow the library to run overlap analysis on different electronic resource collections?
- f. Cataloging
- i. Is the solution capable of importing and exporting bibliographic, holding and authority records in MARC 21 Format and future frameworks from OCLC

Connexion?

- ii. How does the solution provide for display of all valid and invalid MARC content designators (field tags, subfield codes, indicators) on the cataloging workstation and suppresses display of codes on all patron access workstations? Describe how record display is handled for staff workstations vs. the public interface.
 - iii. Can the solution manage multiple classification schema and subject vocabularies? This would include Library of Congress Classification and Subject Headings, SuDoc classification numbers, local classification schema, National Library of Medicine Subject Headings, and LC Genre Form Terms.
 - iv. Does your solution support the input of characters in non-roman scripts, e.g. Chinese, Japanese, Korean, and Cyrillic? Describe how ALA diacritics are stored, displayed and input. Include any specific requirements for peripheral hardware or software to ensure this support. How does the solution support the display of Unicode characters in all screens of the solution?
 - v. Does the solution support bidirectional cataloging and support for bidirectional script display (e.g. Arabic, Hebrew)?
 - vi. Identify all metadata schemas that are supported and describe how they are implemented. Describe any conversion tools or utilities that will translate from one metadata schema to another.
 - vii. Does the solution accommodate multiple content standards and encoding schemas? Include information on Encoded Archival Description; Metadata Object Description Schema, and Dublin Core. Describe plans for incorporating future containers, alternative vocabularies and cataloging description methods.
 - viii. Does your solution support Resource Description and Access including adjustments to the MARC framework? How does the solution incorporate those changes to enhance the user experience?
- g. Holding Management
- i. Does your solution hold records which are fully compatible with current MARC standards including the export and import of holdings records for both serials and monographs?
 - ii. How does your solution support the ability to define multiple holdings locations and sub-locations?

- iii. How does your solution set holdings in WorldCat for all library resources?
- iv. How does your solution support linked records? For example, items bound together with separate bibliographic records but shared holdings or item records.

- v. How does your solution manage temporary reassignment to another location (e.g. Course Reserve, Display Case, etc.)?

h. Authority Control

- i. How does the solution support current standards for authority data and allows all relevant bibliographic fields to be authority controlled without intervention by solution vendor? Describe how the system identifies which fields can be controlled.

- ii. How does the solution allow for the management and maintenance of authority files?

- iii. How does the solution manage the import and export of authority data with one or more authority vendors?

- iv. What are the default authority control practices? Do users have the ability to customize these practices?

- v. How does the solution manage and display cross-references? How are locally created cross-references preserved and displayed?

- vi. How does the solution support unique persistent identifiers and linked data applications?

i. Quality Control

- i. How does your solution support global changes to entire fields and subfields, and specific strings within fields and subfields in all record types including, but not limited to, order, vendor, bibliographic, circulation, and authority records? Include a description of the listing or reporting functionality, ability to search across record types, and output methods.

- ii. What are the validation routines provided in the solution for order, bibliographic, holdings, item, and authority records?

- iii. What are the solution's standard database maintenance reports including, but not limited to, headings, data duplication, etc.?

- iv. What are the export and import procedures including how the solution manages the import and export of different encoding levels and unique fields? Include a description of how the solution sets parameters for ranking encoding levels. Does the solution provide overlay alerts when importing records?
 - v. Does the library have the ability to manipulate data during record loads? For example, adding fields, deleting fields, etc.
 - vi. How does the solution provide the option of export and import of all types of records for manipulation by third-party applications without intervention by solution vendor, at no extra cost and with full preservation of all content designators?
 - vii. How does the solution allow staff to load records from multiple sources with any metadata scheme (standard and non-standard)?
 - viii. How does the solution provide tracking for staff editing of all records?
- j. Circulation processing
- i. What is the workflow from the point of an item-level request made by a patron on a local item, through to delivery of the item to the patron at the patron's specified pickup location, and circulation of the item to the patron?
 - ii. How does the solution handle multiple branches, Automated Storage and Retrieval Systems, and special collections with respect to requesting, circulation, and delivery?
 - iii. Does the solution keep a log of when and who completed each step of the circulation workflow? Does the system log when bills/fines were applied?
- k. Interlibrary Loan
- i. How does the solution work with other circulation platforms, including traditional interlibrary loan systems (ILLiad, Odyssey, etc.), for the delivery of electronic and physical materials of items not owned by GVSU?
 - ii. How does your system interact with Innovative Interfaces INN-Reach?
 - iii. Does your solution have the ability to create temporary circulation records for ILL items coming from another library?
 - iv. Describe any copyright and licensing agreements, procedures, and compliance tracking that your system offers.

I. Circulation administration

- i. Does the solution allow for varying levels of permissions for circulation functions?
- ii. Can permissions be assigned to groups, as well as to individuals?
- iii. Does the solution allow users to tailor staff screens by workstation, showing only functions needed by staff at that workstation rather than all available functions?
- iv. How does the solution allow for the coexistence of consortial lending rules and local lending rules? Specifically, how would your solution support INN-Reach lending rules?
- v. Does the solution provide the ability to view-only, edit and manage lending rules?
- vi. How does the solution integrate lending rules with library hours and closures?
- vii. Describe the flexibility within the staff client to change between circulation and other staff modes, such as cataloging or acquisitions.

m. Circulation billing and payments

- i. How does the solution manually and automatically generate bills and fees for services, fines, and lost items?
- ii. What history and details are kept on bills and fines?
- iii. Does the solution allow library staff to accept payment for fines at a service desk in the library and also waive fines?
- iv. Does the solution allow for the manual adjustment of fines and fees?
- v. What payment solutions can the system accommodate (credit card, cash, campus cash cards, etc.)?
- vi. How does the solution allow for the transmittal of fines or payments to campus financial systems?
- vii. How does your system comply with applicable laws and university standards regarding payments and confidentiality?

n. Circulation check-in and check-out

- i. How does the solution determines due dates, due times, and fines for checkouts, renewals, recalls, holds, and bookings? If there is recall functionality, can it be deactivated?
 - ii. What options are available when exceptions need to be made? Examples would include backdating a check-in, extending a loan period, or overriding a due date.
 - iii. Does your system have the ability to support offline circulation transactions when the system is unavailable? If a site loses access to the system, what kinds of activities (e.g., check-out, check-in, cataloging) would be able to continue? Describe the process involved in resynchronizing with the system after the issue has been resolved.
 - iv. How does the solution handle the creation of patron records and temporary item records?
 - v. What mechanisms are supported to scan or read material and patron identifiers into the system (barcodes, RFID tags, mag stripes, etc.)?
 - vi. What are the hold/hold shelf management capabilities of the solution?
 - vii. Does your solution offer any unique functionality around the status of Claims Return?
- o. Circulation collection management
- i. How could your system support tasks like shelf reading, inventory, weeding, etc.?
- p. Course reserves
- i. Does your system provide any course reserves functionality (both print and electronic)? If so, does it include the ability to cross-link courses and items and to suppress temporary items?
 - ii. Does your system offer the ability to track copyright or license agreement information related to course reserves?
- q. Patrons
- i. How does the solution allow for automatic and manual blocks of patrons from borrowing and other services?
 - ii. How does the solution allow for the management of patrons (alumni, community borrowers, etc.) who have limited local privileges and no remote

- access to licensed content?
- iii. What are the elements and structure of a patron record in the solution and how patron records are created?
 - iv. What capabilities does your system have to update patron records both individually and globally?
 - v. How does the solution protect patron data and privacy?
 - vi. What user information is required to be stored within the system vs. pulled, via API or web service, from a campus student information system?
- r. Patron Self-Service
- i. What patron self-service features are available as part of the solution? Include information on such activities as holds, bookings, renewals, notice preferences, self-updates of patron information, etc.
 - ii. How does the solution integrate with self-checkout systems (Bibliotheca)?
- s. Circulation support and training
- i. Describe your customer support and training services related to circulation and resource sharing.
 - ii. What user documentation sets covering circulation and resource sharing are available? What format are these in? Does your system provide context-sensitive help within the staff client interface?
 - iii. How does the solution report transaction errors and other errors, so that staff may take action on them?
- t. Circulation statistics and reporting
- i. What reporting tools are available that are related to the use of the collection and its services (checkouts, renewals, internal use, stats by item or patron type, lending/borrowing, fines and fees data, logins to e-resources, etc.)?
 - ii. Describe the array of variables about which reporting tools can gather statistics, such as locations, call numbers, patron categories, and material formats, item locations, item status, etc.

- iii. Does your system provide the ability to generate lists of records and export the record data into various software programs and formats?
- iv. Does your system have the ability to retain transaction-oriented information (without patron-identifiable data) indefinitely for statistical reporting purposes, even if the associated item or patron has been removed from the system?
- u. Circulation notices and communications
 - i. What are the different types of electronic notices and products which the solution provides (receipts, paging slips/lists, book bands, hold shelf tags, pickup and overdue notices)?
 - ii. What are the types of print notices and products which the solution provides (receipts, paging slips/lists, book bands, hold shelf tags, pickup and overdue notices)?
 - iii. Does the library have the ability to customize, design, and brand print and electronic notices (templates)?
 - iv. What are the types of automated patron notifications provided by the solution (e-mail, SMS, etc.)?
 - v. Does the solution offer the ability for staff communication about individual transactions (message alerts in records, as an example)?
- v. Circulation integration
 - i. How does the solution support the NISO Circulation Interchange Protocol (NCIP), ANSI/NISO Z39.83, or the SIP2 Protocol?
 - ii. Provide examples of how the solution integrates with RFID. Have you worked with other customers that use Bibliotheca RFID staff pads, self-checks, and security gates?
- w. Automated Storage and Retrieval System (ASRS) integration
 - i. Has another academic library using your solution used an available API to communication with an Automated Storage and Retrieval System (ASRS)?
 - ii. Does the solution allow for TCP/IP socket based exchange? What is the data flow and are there any restrictions? If TCP/IP socket based exchange isn't supported, what does it use?
 - iii. What transactional information can be sent between the solution and the ASRS? This could be information such as availability, inventory add/remove,

on hold, etc.

- iv. Describe how an item would be added to or removed from ASRS inventory. Does the solution allow for the automatic removal of an item from ASRS inventory upon withdrawal of the item?

5) Discovery and User Experience

a. Discovery

- i. Describe how your solution provides library users with an intuitive interface that searches disparate resource silos (e.g., returnable and/or digital collections, vendor-supplied electronic resources, manuscripts and archival material, etc.); enables users to create searches in their own words; retrieves relevant items available to them regardless of format or physical location; and displays, organizes, and limits search results in an understandable manner.
- ii. How does your solution enable users to control the scope of or refine the search by criteria such as availability, location, creation or publication date, format, and version or resource type? Are these able to be controlled locally (can they be turned on or off by the Library)?
- iii. How does your solution facilitate both known-item searches and open-ended searches (including authors, titles, subject terms, or other identifying information) using an intuitive interface?
- iv. How does your solution facilitate expert searching features for researchers who require more control in formulating search statements and handling results?
- v. How does your solution recommend subjects or other terminology, alternate titles, spelling corrections, and other ways to help user identify and use alternate search strategies?
- vi. How does your solution manage and enable users to locate physical and electronic course reserve materials?
- vii. What supplemental and contextual information will your solution provide about items such as book covers, tables of content, indexes, reviews, and other content previews that enrich the user's understanding of the nature and content of items and collections?
- viii. How do you address incorrect, inappropriate, or biased results in your algorithmic systems? Do you have a reporting feature built in for users? For librarians/customers?

- b. User/System Interaction
 - i. How does your solution enable users to discover the availability, status, and location of specific resources?
 - ii. How will your solution enable users to discover, borrow, or request tangible items from GVSU's collections, or from other libraries?
 - iii. How will your solution clearly expose the resources a user has the right to access and connect users with the appropriate electronic or digital resource? How might this experience differ if a user is on or off-campus?
 - iv. How does your solution enable users to access their own accounts in order to view, renew, and track requested or checked out tangible items from library collections?
 - v. How will your solution enable users to create, save, print, share, or export single items or lists of items to citation management, word processing or other productivity software?
 - vi. What help is available to users from within your solution's interface? How will you respond to users who contact you directly for assistance?
 - vii. How does your solution allow libraries to direct users to library-specific help resources, like live chat, self-service help/FAQ websites, etc.?
 - viii. How might your solution enable users to set and receive alerts and notifications about the status of specific items or categories of items available to them through an intuitive interface?
- c. Interface design and integration
 - i. Is your solution accessible (Section 508 compliant) to users with disabilities?
 - ii. Does your solution meet WCAG 2.1 AA guidelines for both public and staff interfaces? If not, what are your plans and timelines to meet those guidelines? If your solution does not meet WCAG 2.1 AA guidelines, does it meet WCAG 2.0 AA guidelines? If so, what is your timeline to update your interfaces to meet WCAG 2.1 AA guidelines?
 - iii. What browsers does your interface work with? How do you determine which browsers you support?

- iv. How is user feedback (faculty, staff, and student researchers, not librarians) obtained and used to drive system/interface changes? What is your release cycle for system fixes, changes, etc.? Provide details of your user testing processes (types of user research, frequency, etc.)
 - v. How do you approach evaluating and improving the usability of your solution?
 - vi. How does your solution enable interoperability with local online reference services, social networks, external subject guides, and other electronic services for communication between library users and staff?
 - vii. What are the branding and customization options that will be available to libraries at the local level, including capabilities for setting default options? Can we add custom HTML? CSS? JavaScript?
- d. APIs and user-contributed data
- i. APIs frequently are used by libraries to fill gaps where local service demands are not met by the solution or provider. What APIs do you make available to users of your solution? What are your use policies for the API?
 - ii. What is your company's policies on backing up, recovering, and purging user supplied data? For example, how might you handle a user who has accidentally deleted a resource list created in your solution? One who no longer wants information they contributed to be available through the solution?

6) Other required documentation

- a. VPAT 2.3 WCAG for all systems included in this proposal
- b. HECVAT Lite for all systems included in this proposal

7) Additional product or service information

- a. Proposers are welcome, but not required, to provide information about related products and services.



PROPOSAL FORM: LIBRARY SERVICES PLATFORM • RFP #220-23

I. The undersigned certifies that to the best of his/her knowledge:

- There is no officer or employee of Grand Valley State University who has, or whose relative has a substantial interest in any contract award subsequent to this proposal.
- The names of any and all public officers or employees of Grand Valley State University who have, or whose relative has, a substantial interest in any contract award subsequent to this proposal are identified by name as part of this submittal.

Name(s) _____

II. The undersigned further certifies that their company ____ IS or ____ IS NOT currently debarred, suspended or proposed for debarment by any federal entity. The undersigned agrees to notify the University of any change in this status, should one occur, until such time as an award has been made under this procurement action.

III. Supplier declares the following legal status in submitting this proposal:

- A partnership
- A corporation organized and existing under the laws of the State of _____
- An individual doing business as (DBA) _____

IV. Supplier declares that company is at least 51% owned, controlled and actively managed by (Check all that apply):

- | | | |
|--|--|---|
| <input type="checkbox"/> African-American | <input type="checkbox"/> Native American | <input type="checkbox"/> Woman/Women |
| <input type="checkbox"/> Asian American | <input type="checkbox"/> Multi-Racial | <input type="checkbox"/> ADA Disabled Person(s) |
| <input type="checkbox"/> Hispanic American | | |

V. Supplier acknowledges receipt of the following addenda:

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

VI. BASE PROPOSAL SUM: _____ dollars

(\$ _____) OR attach proposal.

VII. The undersigned proposes to furnish all labor, materials, equipment, tools and services required to complete the work in accordance with the proposed Contract Documents listed herein, including all addenda issued pertaining to same, for the sum or sums as stated, and agrees that these Documents will constitute the Contract if accepted by Grand Valley State University.

Company Name

Address City/State/Zip Code

Office Phone No. Cellular Phone No. Fax No.

Authorized Agent Signature Name & Title

Witness Signature Name

Tax Identification No. Date

VIII. ACCEPTANCE: This proposal is accepted by Grand Valley State University

Authorized Agent Signature Name & Title

Witness Signature Name

Office Phone No. Cellular Phone No. Fax No.

38 1684280
GVSU Tax Identification No. Date