



**SAN JOAQUIN VALLEY LIBRARY SYSTEM
REQUEST FOR INFORMATION
NUMBER SJVLS 16-001**

**Library Management System Cost and Consortia Features
September 16, 2015**

IMPORTANT: SUBMIT RESPONSE IN SEALED PACKAGE WITH RFI NUMBER, CLOSING DATE AND BUYER'S NAME MARKED CLEARLY ON THE OUTSIDE TO:

**SAN JOAQUIN VALLEY LIBRARY SYSTEM
2420 Mariposa Street
FRESNO, CA 93721-2204**

**Closing date for responses will be at 3:00 p.m.,
on October 29, 2015.**

RESPONSES WILL BE CONSIDERED LATE WHEN THE SJVLS TIME CLOCK READS 3:00 P.M. PACIFIC TIME

- Responses will be opened and publicly read at that time. All response information will be available for review after contract award.
- Clarification of specifications is to be directed to: Mary Ellen Tyckoson, phone (559) 600-6285, email Mary.Tyckoson@sjvls.org, fax (559) 600-6295.

GENERAL CONDITIONS: This RFI is intended primarily to gather information to identify any suitable vendors for a potential future RFP. For terms of RFPs, see attached "Appendix C: San Joaquin Valley Library System Purchasing Standard Instructions and Conditions for Request for Proposals (RFPs) and Requests for Quotations (RFQs)". Check San Joaquin Valley Library System website at <http://www.sjvls.org/vendors> for RFI documents and changes.

VENDOR TO COMPLETE

UNDERSIGNED HAS RESPONDED IN GOOD FAITH WITH A TRUE ESTIMATE OF COSTS AND FEATURES OF THE REQUESTED SOFTWARE AND SERVICES AND ACKNOWLEDGES THAT THEY HAVE READ AND UNDERSTAND THE CONDITIONS THAT WILL GOVERN ANY SUBSEQUENT RFP SOLICITATION.

COMPANY

ADDRESS

CITY

STATE

ZIP CODE

TELEPHONE NUMBER

FACSIMILE NUMBER

E-MAIL ADDRESS

SIGNED BY

PRINT NAME

TITLE

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OVERVIEW & BACKGROUND

1. Purpose

San Joaquin Valley Library System (SJVLS or System) is seeking responses from qualified vendors for a library management system (LMS) capable of supporting a 10-member, 111-location consortium of public libraries. SJVLS previously issued an RFI in 2011 for a next generation integrated library system. At that point, none of the commercial options was a good fit for SJVLS, but the Evergreen open source software, while not ready at that time, showed promise. A test of the Evergreen system with sample SJVLS data ran for 9 months, after which SJVLS made plans to migrate to Evergreen. An RFP for migration to and support of Evergreen was issued in April 2015. Awarding a contract from that RFP is on hold, pending a fresh look at the commercial options. The intent of this RFI is to determine if any commercial LMS is competitive with Evergreen in migration/support costs and in the ability to meet consortia operational needs. If such systems are identified through this RFI, SJVLS will invite those vendors to respond to a full RFP.

To be considered “qualified” a vendor’s solution must:

- Support standard library functionality in circulation, cataloging, acquisitions, serials and the public catalog
- Efficiently support consortia by streamlining configuration by groups of libraries
- Be installed in a public library consortium of comparable size (locations/circulation) in the United States, such installation having been in full production for at least 18 months.

2. Background

SJVLS serves the public library systems of Fresno, Kern, Kings, Madera, Merced, Mariposa, and Tulare counties, and the city/district libraries of Coalinga-Huron, Porterville, and Tulare. In all, SJVLS represents 10 library jurisdictions and 111 individual library locations including large urban, medium city/suburban, and small, isolated rural libraries. Two new locations are in progress and a third is planned. [See <http://www.sjvls.org> “Find a SJVLS Library” for a map of branch locations.] SJVLS has a long history of sharing a single LMS and of actively sharing the majority of its library resources. SJVLS attempts to provide the member libraries with services that can be performed more economically as a consortium than as individual libraries.

KEY DATES

RFI Issue Date:	September 16, 2015
Vendor Teleconference (optional): (Calling instructions will be posted on www.sjvls.org the week prior)	October 8, 2015 10:00 AM PDT
Teleconference Results Posted:	October 9, 2015 4:00 PM PDT
Deadline for Written or Fax Requests for Interpretations of Corrections of RFI:	October 16, 4:00 PM PDT
Response to Questions Posted:	October 19, 2015
RFI Closing Date:	October 29, 2015 3:00 PM PDT

RESPONSE IDENTIFICATION SHEET

RESPONDENT TO COMPLETE AND RETURN WITH RESPONSE

Our response is attached and identified as:

The undersigned affirms that the prices and terms stated in the cost proposal are a good faith estimate of costs.

Company:

Address:

City:

State:

Zip:

Signed by:

Print Name

Print Title

Telephone

Fax Number

E-mail Address

Date:

TRADE SECRET ACKNOWLEDGEMENT

All responses received by SJVLS shall be considered "Public Record" as defined by Section 6252 of the California Government Code. This definition reads as follows:

"... "Public records" includes any writing containing information relating to the conduct of the public's business prepared, owned, used or retained by any state or local agency regardless of physical form or characteristics. "Public records" in the custody of, or maintained by, the Governor's office means any writing prepared on or after January 6, 1975."

Each response submitted is Public record and is therefore subject to inspection by the public per Section 6253 of the California Government Code. This section states that "every citizen has a right to inspect any public record".

The System will not exclude any response or portion of a response from treatment as a public record except in the instance that it is submitted as a trade secret as defined by the California Government Code. Information submitted as proprietary, confidential or under any other such terms that might suggest restricted public access will not be excluded from treatment as public record.

"Trade secrets" as defined by Section 6254.7 of the California Government Code are deemed not to be public record. This section defines trade secrets as:

"... "Trade secrets," as used in this section, may include, but are not limited to, any formula, plan, pattern, process, tool, mechanism, compound, procedure, production data or compilation of information that is not patented, which is known only to certain individuals within a commercial concern who are using it to fabricate, produce, or compound an article of trade or a service having commercial value and which gives its user an opportunity to obtain a business advantage over competitors who do not know or use it."

Information identified by vendor as "trade secret" will be reviewed by SJVLS's legal counsel to determine conformance or non-conformance to this definition. Examples of material not considered to be trade secrets are pricing, cover letter, promotional materials, etc. Such material should be submitted in a separate binder not marked "Trade Secret". Evaluation of responses will take place in public meetings governed by the Ralph M. Brown Act, section 54950 et seq. of the California Government Code. Pricing cannot be a trade secret, as it is an essential evaluation criterion, and will be discussed in public meetings.

INFORMATION THAT IS IDENTIFIED AS TRADE SECRET AND CONFORMS TO THE ABOVE DEFINITION WILL NOT BECOME PUBLIC RECORD. SYSTEM WILL SAFEGUARD THIS INFORMATION IN AN APPROPRIATE MANNER.

Information identified by vendor as trade secret and determined not to be in conformance with the California Government Code definition shall be excluded from the response. Such information will be returned to the vendor at vendor's expense upon written request.

Trade secrets must be submitted in a separate binder that is plainly marked "Trade Secret".

The System shall not in any way be liable or responsible for the disclosure of any responses or portions thereof, if they are not (1) submitted in a separate binder that is plainly marked "Trade Secret" on the outside; and (2) if disclosure is required under the provision of law or by order of Court.

Vendors are advised that the System does not wish to receive trade secrets and that vendors are not to supply trade secrets unless they are absolutely necessary.

TRADE SECRET ACKNOWLEDGEMENT

I have read and understand the above "Trade Secret Acknowledgement".

I understand that the San Joaquin Valley Library System has no responsibility for protecting information submitted as a trade secret if it is not delivered in a separate binder plainly marked "Trade Secret."

Enter company name on appropriate line:

_____ has submitted information identified as Trade Secret in a separate marked binder.**
(Company Name)

_____ has not submitted information identified as Trade Secret.
(Company Name)

ACKNOWLEDGED BY:

Signature Telephone

Print Name and Title Date

Address

City State Zip

**Vendor's brief statement that clearly sets out the reasons for confidentiality in conforming with the California Government Code definition.

DISCLOSURE – CRIMINAL HISTORY & CIVIL ACTIONS

In their response, the vendor is required to disclose if any of the following conditions apply to them, their owners, officers, corporate managers and partners (hereinafter collectively referred to as “Vendor”):

- Within the three-year period preceding the response, they have been convicted of, or had a civil judgment rendered against them for:
 - fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction;
 - violation of a federal or state antitrust statute;
 - embezzlement, theft, forgery, bribery, falsification, or destruction of records; or
 - false statements or receipt of stolen property.
- Within a three-year period preceding their response, they have had a public transaction (federal, state, or local) terminated for cause or default.

Disclosure of the above information will not automatically eliminate a Vendor from consideration. The information will be considered as part of the determination of whether to award the contract and any additional information or explanation that a Vendor elects to submit with the disclosed information will be considered. If it is later determined that the Vendor failed to disclose required information, any contract awarded to such Vendor may be immediately voided and terminated for material failure to comply with the terms and conditions of the award.

Any Vendor who is awarded a contract must sign an appropriate Certification Regarding Debarment, Suspension, and Other Responsibility Matters. Additionally, the Vendor awarded the contract must immediately advise the System in writing if, during the term of the agreement: (1) Vendor becomes suspended, debarred, excluded or ineligible for participation in federal or state funded programs or from receiving federal funds as listed in the excluded parties list system (<http://www.epls.gov>); or (2) any of the above listed conditions become applicable to Vendor. The Vendor will indemnify, defend and hold the System harmless for any loss or damage resulting from a conviction, debarment, exclusion, ineligibility or other matter listed in the signed Certification Regarding Debarment, Suspension, and Other Responsibility Matters.

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER
RESPONSIBILITY MATTERS--PRIMARY COVERED TRANSACTIONS****INSTRUCTIONS FOR CERTIFICATION**

1. By signing and submitting this response, the prospective primary participant is providing the certification set out below.
2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.
3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.
4. The prospective primary participant shall provide immediate written notice to the department or agency to which this response is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
5. The terms covered transaction, debarred, suspended, ineligible, participant, person, primary covered transaction, principal, response, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this response is being submitted for assistance in obtaining a copy of those regulations.
6. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

CERTIFICATION

- (1) The prospective primary participant certifies to the best of its knowledge and belief, that it, its owners, officers, corporate managers and partners:
 - (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;
 - (b) Have not within a three-year period preceding this response been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - (c) Have not within a three-year period preceding this response had one or more public transactions (federal, state or local) terminated for cause or default.
- (2) Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this response.

Signature: _____ Date: _____

 (Printed Name & Title)

 (Name of Agency or Company)

VENDOR MUST COMPLETE AND RETURN WITH REQUEST FOR INFORMATION

Company: _____

REFERENCE LIST

Provide a list of at least five (5) customers for whom you have recently provided similar services; public library consortia and large public libraries preferred. Be sure to include all requested information.

Reference Name: _____ Contact: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone No.: _____ Date: _____
 Service Provided: _____

Reference Name: _____ Contact: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone No.: _____ Date: _____
 Service Provided: _____

Reference Name: _____ Contact: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone No.: _____ Date: _____
 Service Provided: _____

Reference Name: _____ Contact: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone No.: _____ Date: _____
 Service Provided: _____

Reference Name: _____ Contact: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone No.: _____ Date: _____
 Service Provided: _____

Failure to provide a list of at least five (5) customers may be cause for rejection of this RFI response.

GENERAL REQUIREMENTS

DEFINITIONS: The terms Bidder, Proposer, Contractor and Vendor are all used interchangeably and refer to that person, partnership, corporation, organization, agency, etc. which is offering the response and is identified on the "Company" line of the Response Identification Sheet.

LOCAL VENDOR PREFERENCE: The Local Vendor Preference does not apply to this Request for Information.

RFI CLARIFICATION AND REVISIONS: Any revisions to the RFI will be issued and distributed as written addenda.

RESPONSE PREPARATION: Responses should be submitted in the formats shown under the RESPONSE CONTENT REQUIREMENTS section of this RFI.

San Joaquin Valley Library System will not be held liable for any cost incurred by vendors responding to RFI.

Vendors are to quote what is specified or requested first. If unable to or unwilling to, vendor may quote alternative or option, indicating all advantages, disadvantages and their associated cost.

SUPPORTIVE MATERIAL: Additional material may be submitted with the response as appendices. Any additional descriptive material that is used in support of any information in your response must be referenced by the appropriate paragraph(s) and page number(s).

Vendors are asked to submit their response in a binder (one that allows for easy removal of pages) with index tabs separating the sections identified in the Table of Contents. Pages must be numbered on the bottom of each page.

TAXES: The quoted amount must include all applicable taxes. If taxes are not specifically identified in the response it will be assumed that they are included in the total quoted.

SALES TAX: San Joaquin Valley Library System pays California State Sales Tax in the amount of 8.975% regardless of vendor's place of doing business. Services are generally not subject to sales and use tax unless part of the fabrication of a tangible item as described in the California State Board of Equalization website <http://www.boe.ca.gov/sutax/staxregs.htm>.

RETENTION: San Joaquin Valley Library System reserves the right to retain all responses, excluding proprietary documentation submitted per the instructions of this RFI, regardless of final action.

AWARD/REJECTION: There will be no award of contract, only the possible selection of vendors offering responses deemed to be advantageous to the System. The System shall be the sole judge in making such determination. The System reserves the right to reject any and all responses. The lowest cost responses are not arbitrarily the vendors whose responses will be selected.

System Purchasing will chair or co-chair all evaluation committees. The San Joaquin Valley Library System Administrative Council will approve any actions recommended as a result of this RFI process.

WAIVERS: The System reserves the right to waive any informalities or irregularities and any technical or clerical errors in any response as the interest of the System may require.

VENDOR LIABILITIES: San Joaquin Valley Library System will not be held liable for any cost incurred by vendors in responding to the RFI.

CONFIDENTIALITY: Vendors shall not disclose information about the System's business or business practices and safeguard confidential data which vendor staff may have access to in the course of system implementation.

NEWS RELEASE: Vendors shall not issue any news releases or otherwise release information to any third party about this RFI or the vendor's quotation without prior written approval from the San Joaquin Valley Library System.

BACKGROUND REVIEW: The System reserves the right to conduct a background inquiry of each vendor responding which may include collection of appropriate criminal history information, contractual and business associations and practices, employment histories and reputation in the business community. By submitting a response to the System, the vendor consents to such an inquiry and agrees to make available to the System such books and records the System deems necessary to conduct the inquiry.

EXCEPTIONS: Identify with explanation, any terms, conditions, or stipulations of the RFI with which you CAN NOT or WILL NOT comply with by response group.

ADDENDA: In the event that it becomes necessary to revise any part of this RFI, addenda will be provided to all agencies and organizations that receive the basic RFI.

CONFLICT OF INTEREST: The System shall not contract with, and shall reject any bid or response submitted by the persons or entities specified below, unless the Administrative Council finds that special circumstances exist which justify the approval of such contract:

1. Employees of the System or public agencies for which the SJVLS Administrative Council is the governing body.
2. Profit-making firms or businesses in which employees described in Subsection (1) serve as officers, principals, partners or major shareholders.
3. Persons who, within the immediately preceding twelve (12) months, came within the provisions of Subsection (1), and who were employees in positions of substantial responsibility in the area of service to be performed by the contract, or participated in any way in developing the contract or its service specifications.
4. Profit-making firms or businesses in which the former employees described in Subsection (3) serve as officers, principals, partners or major shareholders.
5. No System employee, whose position in the System enables him to influence the selection of a contractor for this RFI, or any competing RFI, and no spouse or economic dependent of such employee, shall be employees in any capacity by a vendor, or have any other direct or indirect financial interest in the selection of a contractor.
6. In addition, no System employee will be employed by the selected vendor to fulfill the vendor's contractual obligations to the System.

FRESNO COUNTY ORDINANCE 3.08.130 – POST-SEPARATION EMPLOYMENT PROHIBITED

No officer or employee of the System who separates from System service shall for a period of one year after separation enter into any employment, contract, or other compensation

arrangement with any System consultant, vendor, or other System provider of goods, materials, or services, where the officer or employee participated in any part of the decision making process that led to the System relationship with the consultant, vendor or other System provider of goods, materials or services.

Pursuant to Government Code section 25132(a), a violation of the ordinance may be enjoined by an injunction in a civil lawsuit, or prosecuted as a criminal misdemeanor.

EVALUATION CRITERIA: Respondents will be evaluated on the basis of their responses to all questions and requirements in this RFI and product cost. The System shall be the sole judge in the ranking process and reserves the right to reject any or all responses. False, incomplete or unresponsive statements in connection with this response may be sufficient cause for its rejection.

SELECTION PROCESS: Responses to this RFI will be evaluated by the SJVLS Automation Committee, with additional input from library staff. The Committee will determine if any of the responses provide a better or comparable option to Evergreen in terms of one-time costs, ongoing costs and support for consortia functionality. Should such options be identified, the Committee will recommend to the SJVLS Administrative Council that a full RFP process be pursued with those vendors.

ADDRESSES AND TELEPHONE NUMBERS: The vendor will provide the business address and mailing address, if different, as well as the telephone number and email address of the individual signing the response.

APPEALS: Appeals must be submitted in writing within *seven (7) business days after notification of proposed recommendations. Appeals shall be submitted to San Joaquin Valley Library System, ATTN: Administrative Librarian, 2420 Mariposa Street, Fresno, California 93721-2204. Appeals should address only areas regarding RFI contradictions, procurement errors, quotation rating discrepancies, legality of procurement context, conflict of interest, and inappropriate or unfair competitive procurement grievance regarding the RFI process.

System will provide a written response to the complainant within *seven (7) business days unless the complainant is notified more time is required.

If the protesting vendor is not satisfied with the decision of System, he/she shall have the right to appeal to the Administrative Librarian within seven (7) business days after System's notification; except, if notified to appeal directly to the Administrative Council at the scheduled date and time.

If the protesting vendor is not satisfied with Administrative Librarian's decision, the final appeal is with the Administrative Council.

*The seven (7) business day period shall commence upon the date that the notification is issued by the System.

SPECIFIC TERMS AND CONDITIONS

ISSUING AGENT: This RFI has been issued by San Joaquin Valley Library System. The System shall be the vendor's sole point of contact with regard to the RFI, its content, and all issues concerning it.

AUTHORIZED CONTACT: All communication regarding this RFI shall be directed to an authorized representative of the System. The specific staff member managing this RFI is identified on the cover page, along with his or her telephone number, and he or she should be the primary point of contact for discussions or information pertaining to the RFI. Contact with any other System representative, including elected officials, for the purpose of discussing this RFI, its content, or any other issue concerning it, is prohibited unless authorized by the System. Violation of this clause, by the vendor having unauthorized contact (verbally or in writing) with such other System representatives, may constitute grounds for rejection by the System of the vendor's quotation.

The above stated restriction on vendor contact with System representatives shall apply until the System has awarded a purchase order or contract to a vendor or vendors, except as follows. First, in the event that a vendor initiates a formal protest against the RFI, such vendor may contact the appropriate individual, or individuals who are managing that protest as outlined in the System's established protest procedures. All such contact must be in accordance with the sequence set forth under the protest procedures. Second, in the event a public hearing is scheduled before the Administrative Council to hear testimony prior to its approval of a purchase order or contract, any vendor may address the Council.

NUMBER OF COPIES: Submit one (1) original, with an *electronic version enclosed and two (2) copies of your response no later than the response acceptance date and time as stated on the front of this document to San Joaquin Valley Library System Purchasing. The cover page of each document is to be appropriately marked "Original" or "Copy".

***Vendor shall submit one (1) reproducible optical disk or USB flash drive (i.e. PDF file) containing the complete response excluding trade secrets. Disk/flash drive should accompany the original binder and should be either attached to the inside cover of the binder or inserted in an attached sleeve or envelope in the front of the binder to insure the media is not misplaced.**

INTERPRETATION OF RFI: Vendors must make careful examination of the requirements, specifications and conditions expressed in the RFI and fully inform themselves as to the quality and character of services required. If any person planning to submit a response finds discrepancies in or omissions from the RFI or has any doubt as to the true meaning or interpretation, correction thereof may be requested in writing via email or fax. Any change in the RFI will be made only by written addendum, duly issued by the System. The System will not be responsible for any other explanations or interpretations.

Questions may be submitted subject to the following conditions:

- a. Such questions are submitted in writing to the System not later than October 16, 2015, at 4:00 PM PDT. Questions must be directed to the attention of Mary Ellen Tyckoson, Library Program Manager.
- b. Such questions are submitted with the understanding that System can respond only to questions it considers material in nature.
- c. Questions shall be e-mailed to Mary Ellen Tyckoson (Mary.Tyckoson@sjvls.org), faxed to (559) 600-6295 or delivered to San Joaquin Valley Library System. If faxing, the

vendor must confirm receipt by phone 559-600-6285 within one-half (1/2) hour of transmission.

REVIEW COMMITTEE: All responses will be evaluated by a review committee that may consist of San Joaquin Valley Library System staff, member library staff, and other members as appropriate.

The responses will be evaluated in a multi-stage selection process. Some bids may be eliminated or set aside after an initial review. If a response does not respond adequately to the RFI or the vendor is deemed unsuitable or incapable of delivering services, the response may be eliminated from consideration. It will be the selection committee's responsibility to make the final recommendation to the System.

SCOPE OF WORK

SJVLS is seeking information on current Library Management Systems (LMS) capable of supporting the operations of a large consortium of public libraries. Responses will be evaluated in comparison to cost and functionality of the current Horizon software and the Evergreen open source software. We are specifically interested in how certain functionality is accomplished in the context of a shared system. There are many different models of consortia sharing of library software, and rarely are two consortia the same in what they share and do not share. The questions in APPENDIX A: Questions Regarding LMS Functionality are intended to help SJVLS assess the ability of the vendor’s offering to meet the particular needs of SJVLS.

Current Environment

The current Horizon 7.5.2 LMS is run on 2 RedHat Linux servers (database/business logic and OPAC) and 2 Windows servers (SIP2) at SJVLS headquarters and is shared by 10 library jurisdictions with:

111 physical circulating locations, 2 new locations in progress and 1 in planning
3 sub-locations
1 Envisionware 24-hour library with full checkout and check in functionality (SIP2)
5 Public Information Kiosk vending machines (not online, checkout data is loaded from text file using offline mode, only 2 are designated as a separate location)
8 bookmobile locations
2 virtual locations for eResources
10 jurisdiction level headquarters locations
1 top level headquarters location (SJVLS)
500 concurrent staff users at peak load (855 user accounts)

The following modules/features are in use:

Circulation – 3.4 million items with 7,060,000 circulations per year
Cataloging – 33,600 records added per year
Acquisitions (with EDI) in 5 jurisdictions
Serials – primarily at jurisdictional headquarters library, 646 actively received titles and 3,264 copies
Debt Collection (5 with Unique Management, others with local collection services)
Home Bound – one jurisdiction
Floating collections within jurisdictional boundaries
Requests/Holds – 1.27 million requests placed and 1.16 million filled per year. Half of all requests currently are filled by an item owned by another library jurisdiction

The following 3rd party services are integrated with the LMS:

Self-check from TechLogic (24 locations), 3M (3 locations), Bibliotheca (17 locations), open source (3 locations) and Envisionware (1 location) – using SIP2
I-Tiva telephone messaging from Talking Tech – using SIP2
Online credit card payment (SmartPay) from Comprise – using SIP2
Syndetics book covers and reviews
PC Reservation by Envisionware, all locations, 10 SIP instances
JasperReports – using ODBC
EZProxy (10 virtual servers using SIP2)

Debt Collection via Unique Management and jurisdiction collection agencies
Authority Control (Backstage)
Collection HQ – utilizing SQL queries written in-house and the MARC extraction utility
Library Anywhere mobile app

The following electronic resources are authenticated via SIP2:

Overdrive	7 individual accounts
3M Cloud Library	1 SJVLS-wide account
Axis 360	1 individual account
Freegal	1 individual account
ENKI	1 individual account

Telecommunications Network and Data Center Infrastructure

The majority of the libraries are on an MPLS connection directly to SJVLS headquarters, but bandwidth varies from 1.5 Mbps to 10 Mbps. Eight of the headquarters/main libraries connect directly to SJVLS via fiber at 50 Mbps, although increases are possible as needed, subject to core network capacity. The SJVLS connection to the Internet is 1 Gbps currently shared by all locations. The 24-hour library connects via DSL and VPN to SJVLS, and the several small school locations also use VPN for access to Horizon. Branch network connections are configured to reserve bandwidth for LMS communication.

The data center is located in the Fresno Central Library and was expanded in 2012 to support current and future needs. VMWare is heavily used. System IT staff are adept at managing both Windows and Linux (Fedora family) servers.

ITEMS / SERVICES FOR COST PROPOSAL

- 1) Library Management System with support for the functions/services listed above under “Current Environment”. Both SJVLS-hosted (on-site) and vendor-hosted (SaaS) should be included if available. It is strongly desired that any new LMS provide for seamless integration of electronic resources within the OPAC interface.

- 2) Training on Configuration and Administration of the LMS for 13 people, to include at a minimum
 - a) loan and request rules
 - b) blocks
 - c) hold restrictions/fulfillment
 - d) item/copy field options
 - e) borrower options
 - f) circulation receipts and notices
 - g) cataloging import/export configuration, including for regular authority control
 - h) spine label printing to label sheets
 - i) user permissions

- 3) Training for staff users on
 - a) Circulation and holds (33 people)

-
- b) Cataloging (6 people) and item record management (33 people)
 - c) Acquisitions, including EDI (15 people)
 - d) Serials (13 people)
 - e) Reporting (16 people)
- 4) Consultation on transition of Horizon data to LMS
- a) Performance implications of migrating jurisdictional codes “as is” versus consolidation to standard
 - b) Guidance on configuring LMS data for optimal performance
- 5) Migration of Horizon data (SJVLS staff can provide exports of data from Horizon with formatting guidance from vendor)
- a) Migration of required data as listed in Appendix B
 - b) Migration of preferred data as listed in Appendix B
- 6) On-going support for LMS functions and upgrades
- a) Telephone and email support for LMS functional issues
 - b) Troubleshooting functionality
 - c) Support for configuration changes
 - d) Support for integration of standard 3rd party products, e.g. those being developed specifically for the public library market
 - e) Support for periodic upgrades to LMS
- 7) On-going support for LMS server, including
- a) Performance tuning when required to meet transaction standards
- 8) Hardware for LMS or specifications for SJVLS-purchased hardware

COST PROPOSAL

- 1) Cost proposal should include the following:
 - a) Cost for each section of “services sought” outlined in the “Scope of Work”, including cost differences for vendor-located and SJVLS-located servers.
 - b) If services are provided on an hourly basis, a not-to-exceed cost, for years one, two and three.
 - c) Travel and transportation costs should be broken out separately for any on-site services.

Present summary costs for On-Site and SaaS in the following format:

On-Site	One Time	Year 1	Year 2	Year 3
1. Library Management System				
2. Training on Configuration and Administration				
3. Training for Staff Users				
4. Consulting on Transition of Horizon Data				
5. Migration of Horizon Data				
6. On-going Support for LMS Functions and Upgrades				
7. On-going Support for Server				
8. Hardware				

SaaS	One Time	Year 1	Year 2	Year 3
1. Library Management System				
2. Training on Configuration and Administration				
3. Training for Staff Users				
4. Consulting on Transition of Horizon Data				
5. Migration of Horizon Data				
6. On-going Support for LMS Functions and Upgrades				
7. On-going Support for Server				
8. Hardware				

RESPONSE CONTENT REQUIREMENTS

Vendors are requested to submit their responses in a binder (one that allows for easy removal of pages) with index tabs separating the sections identified. Each page should be numbered. Supportive material may be attached as appendices. All pages, including the appendices, must be numbered. The content and sequence of the responses will be as follows:

- I. RESPONSE IDENTIFICATION SHEET (as provided)
- II. COVER LETTER: A one page cover letter and introduction including the company name and address of the vendor and the contact information including name, address and telephone number of the person or persons who will be authorized to make representations for the vendor.
 - A. The cover letter must state whether the vendor is an individual, partnership or corporation. It will be signed by the individual, partner, or an officer or agent of the corporation authorized to bind the organization, depending upon the legal nature of the vendor. A corporation submitting a response may be required before the contract is finally awarded to furnish a certificate as to its corporate existence, and satisfactory evidence as to the officer or officers authorized to execute the contract on behalf of the corporation.
- III. TABLE OF CONTENTS
- IV. CONFLICT OF INTEREST STATEMENT: The Contractor may become involved in situations where conflict of interest could occur due to individual or organizational activities that occur within the County. In this section the vendor should address the potential, if any, for conflict of interest and indicate plans, if applicable, to address potential conflict of interest. This section will be reviewed by County Counsel for compliance with conflict of interest as part of the review process. The Contractor shall comply with all federal, state and local conflict of interest laws, statutes and regulations.
- V. TRADE SECRET ACKNOWLEDGMENT:
 - A. Sign and return
- VI. EXCEPTIONS: This portion of the response will note any exceptions to the requirements and conditions taken by the vendor. If exceptions are not noted, the County will assume that the vendor's responses meet those requirements. The exceptions shall be noted as follows:
 - A. Exceptions to General Requirements
 - B. Exceptions to Background/Scope of Work
 - C. Exceptions to Specific Terms and Conditions
 - D. Exceptions to Response Content Requirements
- VII. VENDOR COMPANY DATA: This section should include:
 - A. A narrative which demonstrates the vendor's basic familiarity or experience with problems associated with this service/project.

- B. Descriptions of any similar or related contracts under which the vendor has provided services.
- C. Descriptions of the qualifications of the individual(s) providing the services.
- D. Any material (including letters of support or endorsement) indicative of the vendor's capability.
- E. A brief description of the vendor's current operations, and ability to provide the services.
- F. Reference List (form provided)
- G. SJVLS may request copies of the audited Financial Statements for the last three (3) years for the agency or program that will be providing the service(s) proposed. If audited statements are not available, compiled or reviewed statements will be accepted with copies of three years of corresponding federal tax returns.
- H. Describe any terminated contracts for services similar to vendor's current bid for the RFI and provide the following:
 - 1. Agency contracted with
 - 2. Date of original contract
 - 3. Reason for termination
 - 4. Contact person and telephone number for agency
- I. Describe any pending lawsuits or legal actions:
 - 1. Location filed, name of court and docket number
 - 2. Nature of the lawsuit or legal action
- J. Describe any past payment problems with Fresno County or the San Joaquin Valley Library System:
 - 1. Funding source
 - 2. Date(s) and amount(s)
 - 3. Resolution
 - 4. Impact to financial viability of organization.

VIII. SCOPE OF WORK:

- A. Vendors are to use this section to provide a summary description of their response.
- B. Please provide a narrative description of your ability to accomplish each numbered service listed in the Scope of Work and referenced appendices.
- C. Call out any exceptions to the requirements listed.
- D. Provide a complete description of any alternative solutions or approaches to accomplishing the desired results.

-
- IX. LMS FUNCTIONALITY QUESTIONS, VENDOR RESPONSE: Please provide a narrative response to the questions in Appendix A.
- X. REPORTS: Samples of reports referenced should be displayed in this section.
- XI. COST PROPOSAL: Please clearly differentiate between on-site and SaaS options.

EVALUATION CRITERIA

Responses will be evaluated as either a viable option based on cost and qualifications, or not an option for SJVLS at this time. Failure to meet eligibility and general requirements stated in the Scope of Work will bar a response from consideration.

COST

As submitted under the "COST PROPOSAL" section.

CAPABILITY AND QUALIFICATIONS

1. Do the service descriptions address all the areas identified in the RFI? Will the proposed services satisfy System's needs and to what degree, based on the responses to the questions in Appendix A?
2. Does the vendor demonstrate the technical knowledge and skills required to successfully provide the requested services?
3. The amount of demonstrated experience in providing the services desired in a comparable library setting.

APPENDIX A – QUESTIONS REGARDING LMS FUNCTIONALITY

SJVLS assumes that any LMS operating in comparable consortia can perform all of the standard library circulation, cataloging, serials and acquisitions functions. Rather than present a long list of functions for yes/no/sometime responses, SJVLS requests that vendors provide descriptions of how it can perform functions within the shared system environment. While there are a few general questions, most of the questions below relate to the suitability of an LMS for a large complex shared system installed over a large geographical territory.

Definitions

Jurisdiction – a group of libraries with a single governing body, e.g. all locations of the Fresno County Public Library

Location – a physical or virtual space with linked items, borrowers and defined circulation rules

Items – individual circulating unit

Copy – a serials term, referring to a subscription for a location

Collection – equivalent of shelving location for items

1. General

1.1. A key concern is the ability of the software to manage library operations in the consortia environment. How does your solution facilitate managing configuration within a jurisdiction and between jurisdictions?

1.2 What clients are available for staff functions? Are they dependent on other software, e.g. Java?

1.3 How much bandwidth does the staff client require to perform standard circulation functions? Is it sensitive to latency?

1.4 If the client is not web-based, can upgrades be automatically pushed out to workstations on login?

1.5 Do client settings follow the user or the workstation?

1.6 Can one change the transaction location without needing to logoff/on, i.e. checkout or check in as a different location from the one you first logged in as.

1.7 What is the system's compatibility with mobile devices for use by staff? What types of devices/OS are supported?

1.8 What modules have both browse and wildcard searching available: borrower registration, OPAC, cataloging, acquisitions?

1.9 Do you provide the system administrator with full SQL access to the test and production servers?

1.10 When an item, borrower or bibliographic record is deleted, is it really deleted, or just hidden?

1.11 When a new location is needed, can the system administrator create it and perform all necessary setup, or must that be done by the vendor? If it must be done by the vendor, is there a charge or is that part of annual maintenance? (This would be a new branch library, not a new member library with data to be migrated.)

1.12 How are staff user permissions defined and applied e.g. through defined group of permissions or individually applied?

1.13 How granular are the permissions?

1.14 Are staff users records separate from borrower users?

1.15 If you are proposing a vendor-hosted environment, are there restrictions and/or charges for:

- 1.15.2 Batch export of MARC/item records
- 1.15.3 Export of borrower and block records
- 1.15.4 SIP2 access

1.16 How many support contacts are allowed under the standard terms?

1.17 What is the average turn-around time for:

- 1.17.1 a high-priority support request
- 1.17.2 a non-urgent support request

1.18 Describe your support structure. Would SJVLS support requests go to a team, with assignment to the best available person to respond, or are they funneled through a single contact?

2. Circulation

2.1 Does the system support control of circulation and hold rules by jurisdiction, but always with the ability to set special rules for defined sub-locations for:

- 2.1.1 Circulation rules
- 2.1.2 Floating boundaries
- 2.1.3 Ability of items to fill holds

2.2 Can you set circulation rules based on the checkout location, and have that original checkout location carry through to check in for calculation of fines and ability to renew?

2.3 Can some receipt types be set up to print in a larger font? Can receipts with different fonts be printed on the same device without intervention by staff?

2.4 Are receipts configured in the database or on the workstation?

2.5 What is the process for checking out uncataloged items? Are circulation stats recorded?

2.6 Does the system differentiate between “claims returned” and “claims never checked out”?

- 2.7 Can a limit be placed on number of claims returned? If so, what determines the limit – a system-wide setting, the borrower location, the checkout location?
- 2.8 What happens to claims returned items? Do they age to lost, go to missing? Is the borrower charged? Can the behavior be configured by location or borrower type?
- 2.9 Can a time limit be set on return of lost items for credit? If so, at what level is the time limit set – system-wide, item location, or checkout location?
- 2.10 How is the amount of a lost processing fee determined? Can the fee vary based on checkout location and item type?
- 2.11 What history is retained on the borrower’s record when a lost item is returned? What happens to lost processing fees on check-in? If automatically waiving the fee is an option, can that behavior vary by original checkout location?
- 2.12 Describe what can happen with long lost items. Is there a process to delete them after a period of time, even if the lost charges haven’t been paid (while retaining sufficient information on the patron block)?
- 2.13 If lost items age to another status, can that be configured by location, and is it owning or circulating location?
- 2.14 Can maximum fines be set as either a set amount in some locations and a percentage of the cost of item at others? What determines the max fine – item type, item location, CKO location, something else?
- 2.15 What “automatic” fees are available, such as hold filled/expired fees, checkout fee (one time), rental fee (daily)? At what level are these fees set, e.g. can any DVD checked out a location initiate a set checkout fee, while there are no fees for DVD checkout at another location, regardless of who owns the DVD?
- 2.16 Can special blocks be created that can only be used by a single jurisdiction, but viewed by all jurisdictions when placed on a borrower account? The use case for this is a block for accounts in collections with a set amount and message text specific to resolving accounts with the jurisdiction that placed the block.
- 2.17 Describe the system’s offline circulation functionality.

3. Requests

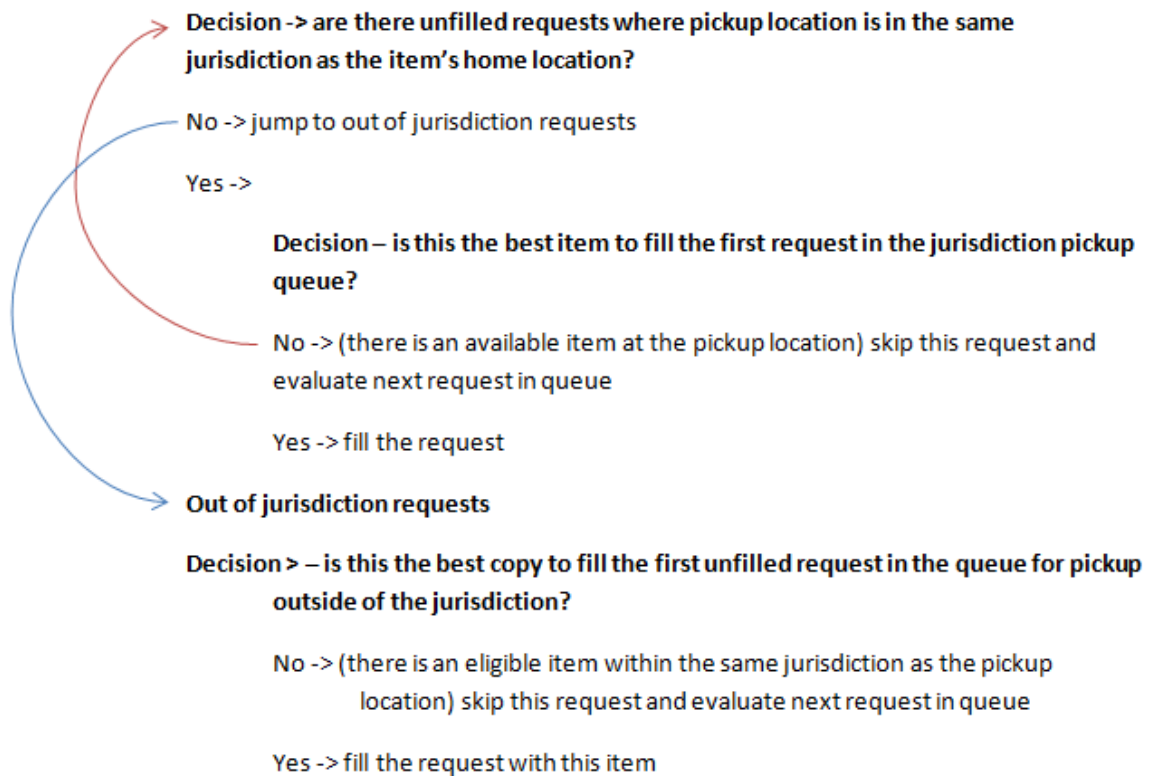
- 3.1 There are normally two processes through which a specific item fills a request
- 1) an eligible item is checked in and fills the request (Process 1), or
 - 2) a daily location level report targets items to pull from the shelves (Process 2).

SJVLS wants hold fulfillment to apply a logic that will generally fill requests in first placed/first filled order (queue order) BUT:

- a) with available copies within a jurisdiction filling holds for pickup within that group of libraries first (jurisdiction copies have priority for jurisdiction holds), and
- b) reducing transit times by filling with the “closest” copy

Below are explanations of the desired logic for the two processes.

Process 1 - On check in of a hold eligible item



Process 2 – Report of items to pull off the shelf to fill requests

Requests are filled in queue order with the exception that a jurisdiction's items have priority for filling its own requests before filling requests for pickup locations outside of the jurisdiction. In other words, a jurisdiction's copies will not fill a request outside of the jurisdiction until all of its own requests have been filled.

When there are multiple available items to fill a request, the software should choose the best item for the pickup location as follows:

1. If there are X number of available items within my jurisdiction and within the first X number of requests there is one for pickup at my location, use my item to fill that request. An item location/pickup location match does not allow the request to jump over other unfilled requests in the queue if there are not enough available copies to fill all requests.
2. If there are X number of available items within my jurisdiction and within the first X number of requests there are none for pickup at my location, fill the first request for pickup within the jurisdiction, provided that the pickup location does not have an available item.
3. If there are no outstanding requests for pickup within my jurisdiction, fill the first request in the queue, unless the jurisdiction where the request will be picked up has an available copy, in which case, jump to the next request.

- 3.2 If there are multiple items available to fill a hold, what other factors determine which available item is targeted beyond those described above related to location/jurisdictional proximity? Last circulated? First to open holds report? Other?
- 3.3 Can you limit the availability of an item to fill holds outside of the jurisdiction for a set period of time, based on an availability date? If yes, how is the availability date determined? Does ending protection require changing anything on the item record?
- 3.4 Does the system have the ability to automatically cancel a borrower's title-level request if they check out that title from the collection before their request is filled?
- 3.5 What options are available in the situation where a patron request cannot be filled? Can alerts be sent to staff or patrons that would allow them to cancel, place a new request or consider reordering? Can requests be moved to an alternate edition easily?
- 3.6 Can you designate specific locations to have a lower priority for filling requests? Can some locations not fill requests, e.g. bookmobiles?
- 3.7 Can requests be placed on the first available from a group of bibliographic records, e.g. any edition of a title?
- 3.8 Can requests be placed on on-order items?

4. Borrower Data

- 4.1 Describe options to check for possible duplicate borrowers when registering a new patron.
- 4.2 Can you merge duplicate patrons within the staff client interface? What information is transferred to the remaining record from the obsolete record?
- 4.3 Can a borrower have multiple addresses with functional assignment, e.g. mailing, physical?
- 4.4 Can multiple borrower records be open at one time? Side-by-side for comparison?
- 4.5 Can the system group / associate borrower records together e.g. families? What are the features available for linked records?
- 4.6 Can the system copy / clone a borrower record? What fields are copied to the new borrower record?
- 4.7 Is there functionality for online (self or preliminary) borrower registration? Describe the options available.
- 4.8 Does the system have the ability to automatically flag borrower accounts to report to a collection agency, with criteria on amount owed and number of days past due varying for each jurisdiction? Can it flag block amounts to a collections account based on checkout location, e.g. a borrower can be in collections for two different jurisdictions based on where the items were checked out?

4.9 Can borrower accounts automatically expire based on the age of the borrower, e.g. a young adult account expires at age 18?

4.10 When registering a borrower, can only codes associated with the registration jurisdiction be available for use? If so, when a borrower record is corrected at another jurisdiction, will it then allow the record to be saved, even though a code on the record does not match the jurisdiction? Use case: When registering a borrower in Kern County, only Kern county codes/types should be available. But if a Kern County borrower visits a neighboring County and staff there wish to correct address or phone number, can they save the record, even though the codes assigned are for Kern County?

4.11 Every year inactive borrowers are purged from the LMS who have been inactive for a set period of time and who owe less than a threshold amount. Can your system accommodate this practice of deleting borrower with outstanding balances?

5. Collection Management

5.1 What options are there for floating items? At what level is floating controlled: item, collection, location, a matrix of all of these?

5.2 We currently have floating in use in 2 jurisdictions for selected collections. We use a table/view created by SJVLS to manage redistribution of excess materials when one location in a system nears capacity. This table shows the percent of capacity and the number of items over/under capacity by location and collection. Does your system have features built in to manage collection size for materials floating within a jurisdiction?

5.3 Periodically, there is a need to batch change item level information. Describe what information can be batch changed and the process your system uses from creating the group of items through making the change. Can this function be limited to specific users?

5.4 Does the system have the ability to create groups of items for future editing? Can staff be given the ability to create and add items to a group, without giving them permission to batch edit?

5.5 Do items have a first availability date recorded that is separate from item creation date? For example, an item might be on order for several months. When the item changes to a status reflecting that it is ready for use, is that date recorded and preserved?

5.6 Describe what inventory/collection management tools are available. Outline the steps for taking inventory of a collection in your system.

5.7 Managing OCLC holdings is complicated in a consortium where bibliographic records are shared. The challenge is to determine when a jurisdiction has first added a title or deleted their last copy, rather than first or last copy on a bibliographic record. SJVLS manages OCLC holdings currently by assigning a tag (959) in the bibliographic record to indicate if holdings have been set for an OCLC institution code. A biweekly SQL process identifies records that have a copy for a jurisdiction, but OCLC holdings have not been set. That process adds the 959 tag and generates a list of the OCLC numbers (tag 001) which are then run through batch holdings updates via the OCLC client. The same process is used in reverse to identify when the last copy for a

jurisdiction has been removed from a record. That SQL process removes the 959 tag and generates a list of OCLC numbers for which holdings will be deleted for the jurisdiction.

5.7.1 Can your system support managing OCLC holdings for individual jurisdictions within the shared catalog, either by the above process or through some functionality in the software? How?

5.7.2 Because of the above process, we mark items to be withdrawn with a special status code, and then delete the item records through a batch process as part of the OCLC holdings maintenance. Bibliographic records left with no items are then batched deleted after the OCLC holdings work is completed. How can your system facilitate batch deletion of item and bibliographic records based on a saved list of records?

6. Bibliographic, Item and Serials Records

6.1 Describe the structure of bibliographic records and item records in the database. How are items connected to bibliographic records? How are authority records connected to bibliographic records?

6.2 Describe the levels of control for import and overlay of bibliographic records.

6.2.1 How is it determined if individual records in a batch overlay an existing record?

6.2.2 Is overlay or not determined record by record, or for the entire batch?

6.2.3 Can some tags in an existing record be configured to always be preserved on overlay?

6.2.4 Can actions be assigned to the import function, e.g. delete tags, rename tags?

6.3 Can all values associated with an item be imported via the MARC tag during batch bibliographic/item import?

6.4 Is printing spine labels on laser print/sheets supported? At what level is the format of a spine label defined?

6.5 What search options are supported within the cataloging interface?

6.6 Can the local system and remote Z39.50 sources be searched simultaneously? Can records from multiple systems be compared side-by-side?

6.7 Can a record from a Z39.50 search be imported directly from the search? If yes, do the rules called during a batch import/overlay apply, e.g. would it preserve some tags on the existing records?

6.8 If there are two bibliographic records open side-by-side, can tags from one record be dragged into the other? If not, describe the process to copy tags from one bibliographic record to another.

6.9 Describe support for diacritics and non-roman characters.

6.10 To what extent is RDA incorporated into the cataloging function?

6.11 Only the main branch of each jurisdiction uses the full functionality of the serials module for their more extensive runs. Branch locations retain only limited runs of six to twelve months and simply assign a new barcode and issue date to an existing item record. Can the system support this workflow?

6.12 Can serials copies be created with no items, just a summary of holdings? Can issues be created with or without barcodes?

7. Notices and Reports

7.1 Can notices be customized by jurisdiction/location?

7.2 What formats are notices available in? Can different messages be configured based on format of notice (print, email, SMS)?

7.3 Is there a cost for sending SMS notices?

7.4 Can patrons opt to receive notices through dual channels, e.g. receive both a text and an email notice for a hold?

7.5 Are electronic notices (email or SMS) generated through a scheduled process, or manually run?

7.6 What is the process for generating printed notices? Can notices be generated for all locations from a single (consortia HQ) location? Are there potential conflicts if each location or jurisdiction ran their own notices and happened to run them at the same time?

7.7 Can multiple reports be run simultaneously, or do reports get queued?

7.8 Is ODBC access to the database available for report generation?

8. OPAC - Please indicate if functionality is available through OPAC, or requires an add-on discovery layer.

8.1 Can the OPAC be configured to show a jurisdiction's holdings first, but seamlessly show the entire consortia if not locally held? Describe how holdings display can be configured, including limits on jurisdiction/locations displayed?

8.2 Can each jurisdiction's OPAC pages be branded differently e.g. colors, logo, menu options?

8.3. Describe the features/functionality for a borrower to request a new PIN/password for their account.

8.4 Describe the features/functionality for a borrower to retain a history of items they borrowed. If available, is it an "opt in" feature?

8.5 Can borrowers place a hold on multiple items at one time in the OPAC and staff client (from a keyword search or cart)?

8.6 Can borrowers set a preferred request pickup location, different from the location associated with their borrower record?

8.7 Can electronic resources such as ebooks and downloadable audiobooks be made available via the OPAC without requiring staff to load bibliographic records? If so, can it limit what is shown to only those titles available to the particular patron, e.g. a Madera County patron does not see Tulare County ebooks?

8.8 Can electronic resources be checkout/downloaded/requested without leaving the OPAC?

8.9 Can RDA fields be integrated into the search and limiting options for the OPAC?

8.10 How does the OPAC support search facets?

9. Acquisitions

9.1 What controls are available to keep the fund accounting aspects of acquisitions separated between jurisdictions, e.g. budgets and vendor accounts, purchase orders, etc.? (On order bibliographic records are shared).

9.2 Describe the options available for electronic ordering, receipt and invoicing.

9.3 Describe the process/functionality for closing out budgets at the end of one fiscal year and creating budgets for a new fiscal year.

9.3.1 Can groups of budget lines be processed together, e.g. selected budgets are frozen, but others left open or closed out?

9.3.2 Describe functions relating to rolling over funds and open orders from one fiscal year to the next.

9.3.3 If budgets are renamed, can you batch transfer open orders from the old budget designation to the new one – either all open orders or selected by title?

9.4 What is the process for adjusting a fiscal year budget allocation after creation?

9.5 Can workslips be configured for a variety of paper widths, e.g. one location prints on full sheets while another uses receipt printers? Do they automatically print?

9.6 Can purchase order lines be cancelled that have been on order for more than a specified period of time? How are these old, unfinished order records retrieved? Can they be cancelled in a batch? If on-order items have been created, can they be deleted after cancellation?

9.7 How are vendor credits handled?

9.8 Describe reports that are available, e.g. unspent, encumbered, expenditures by budget categories. Can these be limited by jurisdiction? Please provide examples.

9.9 Describe the options for searching for POs, including available fields, browse and wildcard searching.

9.10 Can the system prorate invoice charges?

9.11 In addition to the normal process of purchase orders for specific titles, describe any mechanisms in place for non-title invoices. Use case: the librarians went to the bookstore and bought lots of books, there is no purchase order, but the funds expended need to be deducted from the fund account.

APPENDIX B – HORIZON DATA MIGRATION

Data to be migrated Required data elements indicated with *	Approximate # of records
Authority records*	1,350,00
Bibliographic records* (Retaining tag 001 OCLC# and tag 999 Horizon bib#)	910,000
Item records <ul style="list-style-type: none"> - Horizon item#* - Location* - Call number with prefixes stripped* - Itype to circ modifier* - Collection to item stat category* - Collection/location to floating* - Creation date* - Last checkout date* - Last in house use date* - Total checkouts* - Status* - Current borrower (checkout, hold shelf)* - Price* - Last status update date - Copy statement* - Check in note* 	3,500,000
Borrower records <ul style="list-style-type: none"> - Horizon borrower number* - Btype* - Borrower stat classes* - All borrower barcodes* - All borrower addresses* - All borrower email address* - All borrower telephone numbers* - Borrower notification preference* - Registration location* - Comments* - Notes - Date of birth* - PIN* - Creation date* - Last CKO date* - Last updated date* - Last authentication date* - Expiration date* - Renewal date - Drivers License#* - Parent/Guardian name, address, city/state and zip fields* - PAC Access Type - # of CKOs 	765,000

Request data - All unfilled requests with queue position* - All requests in transit hold, hold shelf and expired hold status*	86,000
DebtCollect (Collection Agency Assignments) - All debt collection groups* - All data on borrowers in collections*	10 groups 53,500 borrowers
Borrower current blocks*	2,283,00
Borrower history blocks*	Last 4 years 4,260,000
Borrower payment history*	Last 4 years

APPENDIX C - SAN JOAQUIN VALLEY LIBRARY SYSTEM

STANDARD INSTRUCTIONS AND CONDITIONS FOR REQUESTS FOR PROPOSALS (RFPs) AND REQUESTS FOR QUOTATIONS (RFQs)

Note: the reference to “bids” in the following paragraphs applies to RFPs and RFQs

GENERAL CONDITIONS

By submitting a bid the bidder agrees to the following conditions. These conditions will apply to all subsequent purchases based on this bid.

1. BID PREPARATION:

- A) All prices and notations must be typed or written in ink. No erasures permitted. Errors may be crossed out, initialed and corrections printed in ink by person signing bid.
- B) Brand Names: Brand names and numbers when given are for reference. Equal items will be considered, provided the offer clearly describes the article and how it differs from that specified. In the absence of such information it shall be understood the offering is exactly as specified.
- C) State brand or make of each item. If bidding on other than specified, state make, model and brand being bid and attach supporting literature/specifications to the bid.
- D) Bid on each item separately. Prices should be stated in units specified herein. All applicable charges must be quoted; charges on invoice not quoted herein will be disallowed.
- E) Time of delivery is a part of the consideration and must be stated in definite terms and must be adhered to. F.O.B. point shall be destination or freight charges must be stated.
- F) All bids must be dated and signed with the firm’s name and by an authorized officer or employee.
- G) Unless otherwise noted, prices shall be firm for 180 days after closing date of bid.

2. SUBMITTING BIDS:

- A) Each bid must be submitted on forms provided in a sealed envelope/package with bid number and closing date and time on the outside of the envelope/package.
- B) Interpretation: Should any discrepancies or omissions be found in the bid specifications or doubt as to their meaning, the bidder shall notify the buyer in writing at once. The System shall not be held responsible for verbal interpretations. Questions regarding the bid must be received by the System at least 5 working days before bid opening or by the question deadline stated in the RFP/RFQ. All addenda issued shall be in writing, duly issued by the System and incorporated into the contract.
- C) ISSUING AGENT/AUTHORIZED CONTACT: This RFP/RFQ has been issued by San Joaquin Valley Library System. The System’s purchasing contact shall be the vendor’s sole point of contact with regard to the RFP/RFQ, its content, and all issues concerning it.

All communication regarding this RFP/RFQ shall be directed to an authorized representative of the System. The specific staff member managing this RFQ is identified on the cover page, along with his or her telephone number, and he or she should be the primary point of contact for discussions or information pertaining to the RFP/RFQ. Contact with any other System representative, including elected officials, for the purpose of discussing this RFP/RFQ, its content, or any other issue concerning it, is prohibited unless authorized by the System. Violation of this clause, by the vendor having unauthorized contact (verbally or in writing) with such other System representatives, may constitute grounds for rejection by System of the vendor’s quotation.

The above stated restriction on vendor contact with System representatives shall apply until the System has awarded a purchase order or contract to a vendor or vendors, except as follows. First, in the event that a vendor initiates a formal protest against the RFP/RFQ, such vendor may contact the appropriate individual,

or individuals who are managing that protest as outlined in the System's established protest procedures. All such contact must be in accordance with the sequence set forth under the protest procedures. Second, in the event a public hearing is scheduled before the SJVLS Administrative Council to hear testimony prior to its approval of a purchase order or contract, any vendor may address the Council.

- D) Bids received after the closing time will NOT be considered.
- E) Bidders are to bid what is specified or requested first. If unable to or unwilling to, bidder may bid alternative or option, indicating all advantages, disadvantages and their associated cost.
- F) Public Contract Code Section 7028.15

Where the State of California requires a Contractor's license, it is a misdemeanor for any person to submit a bid unless specifically exempted.

3. FAILURE TO BID:

- A) If not bidding, return bid sheet and state reason for no bid or your name may be removed from mailing list.

4. TAXES, CHARGES AND EXTRAS:

- A) San Joaquin Valley Library System is subject to California sales and/or use tax (8.975%). Please indicate as a separate line item if applicable.
- B) **DO NOT** include Federal Excise Tax. System is exempt.
- C) System is exempt from Federal Transportation Tax. Exemption certificate is not required where shipping papers show consignee as San Joaquin Valley Library System.
- D) Charges for transportation, containers, packing, etc. will not be paid unless specified in bid.

5. REQUEST FOR TAXPAYER IDENTIFICATION NUMBER AND CERTIFICATION:

Upon award of bid, the vendor shall submit to System Purchasing, a completed W-9 - Request for Taxpayer Identification Number and Certification if not already a current vendor with The San Joaquin Valley Library System. The vendor shall also submit a completed California FTB Form 590 or Form 587 as appropriate. This form is available from the IRS to complete on line at <http://www.irs.gov/pub/irs-pdf/fw9.pdf>.

6. AWARDS:

- A) Subject to the local preference provisions referenced in Paragraph 7 below and more thoroughly set forth in the General Requirements section of this RFP/RFQ, award(s) will be made to the most responsive responsible bidder. The evaluation will include such things as life-cycle cost, availability, delivery costs and whose product and/or service is deemed to be in the best interest of the System. The System shall be the sole judge in making such determination.
- B) Unless bidder gives notice of all-or-none award in bid, System may accept any item, group of items or on the basis of total bid.
- C) The System reserves the right to reject any and all bids and to waive informalities or irregularities in bids.
- D) After award, all bids shall be open to public inspection. The System assumes no responsibility for the confidentiality of information offered in a bid.

7. LOCAL VENDORS

- A) Local Vendor Preference (applicable to RFQ Process only)

The following provisions are applicable only to the System's acquisition of materials, equipment or supplies through the RFQ process when the funding source does not require an exemption to the Local Vendor Preference.

THE PROVISIONS OF THIS PARAGRAPH ARE APPLICABLE, NOTWITHSTANDING ANY OTHER PROVISIONS OF THIS RFQ TO THE CONTRARY.

If the apparent low bidder is not a local vendor, any local vendor who submitted a bid which was within five percent (5%) of the lowest responsive bid as determined by the purchasing agent shall have the option of submitting a new bid within forty-eight hours (not including weekends and holidays) of System's delivery of notification. Such new bids must be in an amount less than or equal to the lowest responsive bid as determined by the purchasing agent. If the purchasing agent receives any new bids from local vendors who have the option of submitting new bids within said forty-eight hour period, it shall award the contract to the local vendor submitting the lowest responsible bid. If no new bids are received, the contract shall be awarded to the original low bidder as announced by the purchasing agent.

B) Local Vendor Defined

"Local Vendor" shall mean any business which:

1. Has its headquarters, distribution point or locally-owned franchise located in or having a street address within the San Joaquin Valley Library System service area for at least six (6) months immediately prior to the issuance of the request for competitive bids by the purchasing agent; and
2. Holds any required business license by a jurisdiction located in Merced, Mariposa, Madera, Fresno, Kings, Tulare or Kern Counties; and
3. Employs at least one (1) full-time or two (2) part-time employees whose primary residence is located within Merced, Mariposa, Madera, Fresno, Kings, Tulare or Kern Counties, or if the business has no employees, shall be at least fifty percent (50%) owned by one or more persons whose primary residence(s) is located within Merced, Mariposa, Madera, Fresno, Kings, Tulare or Kern Counties.

8. TIE BIDS:

All other factors being equal, the contract shall be awarded to the local vendor or, if neither or both are local vendors, it may be awarded by the flip of a coin in the presence of witnesses or the entire bid may be rejected and re-bid. If the General Requirements of this RFQ state that they are applicable, the provisions of the System Local Vendor Preference shall take priority over this paragraph.

9. PATENT INDEMNITY:

The vendor shall hold the System, its officers, agents and employees, harmless from liability of any nature or kind, including costs and expenses, for infringement or use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in connection with this bid.

10. SAMPLES:

Samples, when required, must be furnished and delivered free and, if not destroyed by tests, will upon written request (within 30 days of bid closing date) be returned at the bidder's expense. In the absence of such notification, System shall have the right to dispose of the samples in whatever manner it deems appropriate.

11. RIGHTS AND REMEDIES OF SYSTEM FOR DEFAULT:

- A) In case of default by vendor, the System may procure the articles or service from another source and may recover the cost difference and related expenses occasioned thereby from any unpaid balance due the vendor or by proceeding against performance bond of the vendor, if any, or by suit against the vendor. The prices paid by the System shall be considered the prevailing market price at the time such purchase is made.
- B) Articles or services, which upon delivery inspection do not meet specifications, will be rejected and the vendor will be considered in default. Vendor shall reimburse System for expenses related to delivery of non-specified goods or services.
- C) Regardless of F.O.B. point, vendor agrees to bear all risks of loss, injury or destruction to goods and materials ordered herein which occur prior to delivery and such loss, injury or destruction shall not release vendor from any obligation hereunder.

12. DISCOUNTS:

Terms of less than 15 days for cash payment will be considered as net in evaluating this bid. A discount for payment within fifteen (15) days or more will be considered in determining the award of bid. Discount period

will commence either the later of delivery or receipt of invoice by the System. Standard terms are Net Forty-five (45) days.

13. SPECIAL CONDITIONS IN BID SCHEDULE SUPERSEDE GENERAL CONDITIONS.

The "General Conditions" provisions of this RFP/RFQ shall be superseded if in conflict with any other section of this bid, to the extent of any such conflict.

14. SPECIAL REQUIREMENT:

With the invoice or within twenty-five (25) days of delivery, the seller must provide to the System a Material Safety Data Sheet for each product, which contains any substance on "The List of 800 Hazardous Substances", published by the State Director of Industrial Relations. (See Hazardous Substances Information and Training Act. California State Labor Code Sections 6360 through 6399.7.)

15. RECYCLED PRODUCTS/MATERIALS:

Vendors are encouraged to provide and quote (with documentation) recycled or recyclable products/materials which meet stated specifications.

16. YEAR COMPLIANCE WARRANTY:

Vendor warrants that any product furnished pursuant to this Agreement/order shall support a four-digit year format and be able to accurately process date and time data from, into and between the twentieth and twenty-first centuries, as well as leap year calculations. "Product" shall include, without limitation, any piece or component of equipment, hardware, firmware, middleware, custom or commercial software, or internal components or subroutines therein. This warranty shall survive termination or expiration of this Agreement.

In the event of any decrease in product functionality or accuracy related to time and/or date data related codes and/or internal subroutines that impede the product from operating correctly using dates beyond December 31, 1999, vendor shall restore or repair the product to the same level of functionality as warranted herein, so as to minimize interruption to System's ongoing business process, time being of the essence. In the event that such warranty compliance requires the acquisition of additional programs, the expense for any such associated or additional acquisitions, which may be required, including, without limitation, data conversion tools, shall be borne exclusively by vendor. Nothing in this warranty shall be construed to limit any rights or remedies the System may otherwise have under this Agreement with respect to defects other than year performance.

17. PARTICIPATION:

Bidder may agree to extend the terms of the resulting contract to other political subdivision, municipalities and tax-supported agencies.

Such participating Governmental bodies shall make purchases in their own name, make payment directly to bidder, and be liable directly to the bidder, holding the San Joaquin Valley Library System harmless.

18. CONFIDENTIALITY:

All services performed by vendor shall be in strict conformance with all applicable Federal, State of California and/or local laws and regulations relating to confidentiality, including but not limited to, California Civil Code, California Welfare and Institutions Code, Health and Safety Code, California Code of Regulations, Code of Federal Regulations.

Vendor shall submit to System's monitoring of said compliance.

Vendor may be a business associate of System, as that term is defined in the "Privacy Rule" enacted by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). As a HIPAA Business Associate, vendor may use or disclose protected health information ("PHI") to perform functions, activities or services for or on behalf of System as specified by the System, provided that such use or disclosure shall not violate HIPAA and its implementing regulations. The uses and disclosures of PHI may not be more expansive than those applicable to System, as the "Covered Entity" under HIPAA's Privacy Rule, except as authorized for management, administrative or legal responsibilities of the Business Associate.

Vendor shall not use or further disclose PHI other than as permitted or required by the System, or as required by law without written notice to the System.

Vendor shall ensure that any agent, including any subcontractor, to which vendor provides PHI received from, or created or received by the vendor on behalf of System, shall comply with the same restrictions and conditions with respect to such information.

19. APPEALS:

Appeals must be submitted in writing within seven (7) working days after notification of proposed recommendations. Appeals should be submitted to San Joaquin Valley Library System, 2420 Mariposa Street, Fresno, California 93721 to the attention of the buyer designated on the RFP/RFQ cover letter. Appeals should address only areas regarding RFP contradictions, procurement errors, quotation rating discrepancies, legality of procurement context, conflict of interest, and inappropriate or unfair competitive procurement grievance regarding the RFP process.

System will provide a written response to the complainant within seven (7) working days unless the complainant is notified more time is required.

If the protesting bidder is not satisfied with the decision of the buyer, he/she shall have the right to appeal to the SJVLS Administrative Librarian within seven (7) business days after System's notification; except if, notified to appeal directly to the Administrative Council at the scheduled date and time.

If the protesting bidder is not satisfied with Buyer/Administrative Librarian's decision, the final appeal is with the Administrative Council.

20. OBLIGATIONS OF CONTRACTOR:

A) CONTRACTOR shall perform as required by the ensuing contract. CONTRACTOR also warrants on behalf of itself and all subcontractors engaged for the performance of the ensuing contract that only persons authorized to work in the United States pursuant to the Immigration Reform and Control Act of 1986 and other applicable laws shall be employed in the performance of the work hereunder.

B) CONTRACTOR shall obey all Federal, State, local and special district laws, ordinances and regulations.

21. AUDITS & RETENTION:

The Contractor shall maintain in good and legible condition all books, documents, papers, data files and other records related to its performance under this contract. Such records shall be complete and available to the San Joaquin Valley Library System, the State of California, the federal government or their duly authorized representatives for the purpose of audit, examination, or copying during the term of the contract and for a period of at least three years following the System's final payment under the contract or until conclusion of any pending matter (e.g., litigation or audit), whichever is later. Such records must be retained in the manner described above until all pending matters are closed.

22. DISCLOSURE – CRIMINAL HISTORY & CIVIL ACTIONS:

Applies to Request for Proposal (RFP); does not apply to Request for Quotation (RFQ) unless specifically stated elsewhere in the RFQ document.

In their proposal, the bidder is required to disclose if any of the following conditions apply to them, their owners, officers, corporate managers and partners (hereinafter collectively referred to as "Bidder"):

- Within the three-year period preceding the proposal, they have been convicted of, or had a civil judgment rendered against them for:
 - fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction;
 - violation of a federal or state antitrust statute;
 - embezzlement, theft, forgery, bribery, falsification, or destruction of records; or
 - false statements or receipt of stolen property
- Within a three-year period preceding their proposal, they have had a public transaction (federal, state, or local) terminated for cause or default.