SJVLS_RFP_15_002 Evergreen ILS Development, Migration, and Support – Addendum

Responses to requests for clarification

Answers to questions received prior to 5/20/15

1. Will you need our assistance in any data extractions?

   Since I was able to extract most of the data for the test, we can probably do all of the extraction with a little advice from the Evergreen vendor.

2. Will you want a bibliographic or patron deduplication with this migration?

   I think we've done most of the deduplication that can be done via a program. What is left are primarily bibliographic records that are too brief for matching. We should have most of the patron duplicates already addressed before we reach the data loading stage.

3. Did the libraries decide whether they wanted to migrate acquisitions or serials data?

   Our plan on acquistions is to start using Evergreen acquisitions a soon as the system is at a point where it can handle it, if possible prior to Go Live for daily operations. If the timeline of a March 2016 Go Live holds, we will then have through the end of June to complete as many open Horizon orders as possible on the Horizon software. We could discuss a migration of the remaining open orders as a post Go Live task, since it is difficult to estimate the number of POs/lines involved.

   It would be desirable to migrate the serials copy, items, summary of holdings and pac_notes (EX: library retains current year). We currently have 1,998 bibliographic records with 7259 serials copy records attached. Of those, 4947 are listed a currently received, but I suspect that is not accurate and the number is actually smaller. For many of the serials we don't use the full serials capabilities with predictions and serials check in anymore. Since branches tend to only keep current 6 months to a year, they just reuse the same item records and replace the copy statement of the oldest item when a new one comes in. Full serial predictions and check in are only used at main libraries that keep substantial back issues.

4. I know you'll be using a train the trainer model. Do you have an idea of how much time you'll need between the Equinox provided sessions to get other library staff up to speed? We want to provide ample time for internal trainings in the schedule and this will help me decide where in the schedule to put the test load.

   I think it would be counterproductive to have more than 5 weeks for local training after the trainers are trained. While we like to think that people will practice, in my experience they attend the training and then quickly get caught up in the regular daily work of the library.

5. What is your contract end date with SirsiDynix? Have you looked at any extensions or is this still the date to use for determining a go live date? I thought it may be in Q1 or Q2 of 2016 so this will help as we propose a schedule.

We have paid maintenance through June 2016. Our desire is to Go Live on Evergreen sometime in March 2016, so that we have at least 3 months with access to Horizon in order to address anything that was missed and to extract any statistical data that we want to retain.

6. Do the libraries within a jurisdiction tend to share common circulation, fine and hold policies? I seem to remember a lot of discrepancies with fine rules in particular. I'd just like to know how much consolidation has been done in this area to determine configuration time and pricing.

   We will be pushing for shared circ modifiers and to eliminate as many of the funky one-offs as possible. There is actually a fair amount of uniformity is the circulation rules and fine rates between the 10 jurisdictions. The variation is more in the maximums – fines and number of items out allowed.

7. Will libraries within a jurisdiction use the same notice text and intervals for sending notifications such as overdues? Or will each branch need the capability to customize their own notices?

   Notices are consistent with the jurisdiction. Only variation is the branch name/address/phone. Except for the notice footer, the body and language of the notices is also generally the same across all jurisdictions (for ease of administration.) Number of notices and intervals do vary between the members who are not utilizing Unique Management for collections. Notice printing for all jurisdictions is done centrally here in Fresno, so even the notice stock is the same.

8. Do you want OPACs customized/scoped to the jurisdiction level or down to the branch level?

   Except for one member (Tulare Public who requires an extra click to see other's holdings), our OPACs are currently set up to display system-wide holdings, but with the local jurisdictions items first in the bib holdings display. We really look at SJVLS as one big collection as far as end users are concerned. We've got a mix within the system of members who tend to point their in-branch OPACs to the "hq" profile versus pointing to a branch level profile. The only difference between the two is where the local branch appears in the holdings and pickup locations list. We didn't spend much time on the OPAC during the trial, so we aren't as familiar with the configuration options. I'm also not sure how the work BC Libraries Cooperative is doing with the Overdrive API integration might impact how we approach the OPAC, since each of our members has their own Overdrive collections.

9. Do you plan to use San Joaquin supplied domains for the OPAC(s) or would you like Equinox to supply domains (such as fresno.evergreencatalog.com)?

We can supply our own – either the sjvls.org domain which we currently use for everyone, or the individual library domains that they use for their own websites and email.

10. Support agreements include 3 technical contacts. Will you require additional contacts? These are contacts who have direct access to Equinox to open tickets.

    We might need 4, just so that one of the network guys has that capability. Otherwise there are only 3 of us who provide the support on the ILS side of the house. That is assuming that if something becomes a complicated issue with acquisitions that we could have support work directly with the local acq person if necessary.

11. Are all of your authority records full authority records or are a portion of them system-generated stub records?

    We are in the process of working with Backstage right now on bib and authority clean-up, but I presume that there will still be a fair number of system-generated lousy records left, just because we have a lot of lousy bib records left.

12. Clarification on Appendix D

    Our intention here is to be able to search on what is all item-level data in Horizon (location, collection, item type, creation date, last cko date, last change date, due date, cko location, souce(vendor), checkin notes, item status, etc.). Obviously the database structure is considerably different in Evergreen which may make this more complicated, but the information that we wish to be able to search on, and batch edit all relate to individual items, not the bibliographic information. Bibliographic information is only involved in that we wish the title displayed in the search results/selection display. Essentially this is work that we could do in the System Office via SQL, but the demand for this type of batch editing is widespread and we only have a staff of 3. We do tightly control who is granted this type of batch search/change permission.

Vendor Teleconference SJVLS_15_002 Evergreen ILS Development, Migration and Support held May 21, 2015 at 10:00 AM PDT.

Moderator: Mary Ellen Tyckoson

There were 9 people on the call, 4 from SJVLS and 5 from vendors.

The basic purpose of the RFP was described, and the question/answer portion began.

Questions on develoment request for Batch item editing Appendix D

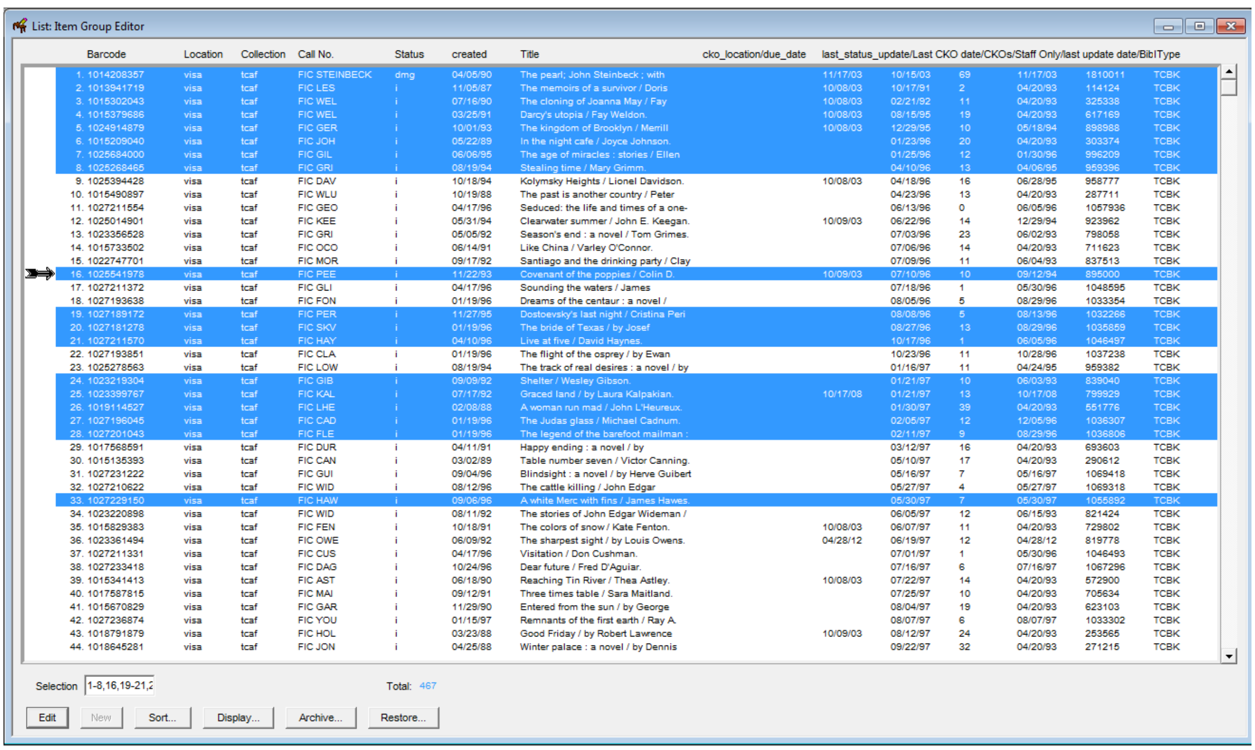
Item level fields – are there any other fields, such as call number field or owning library?

Call number might be nice, but is not essential, since we rarely batch change call numbers.

Owning library would be good to have in there.

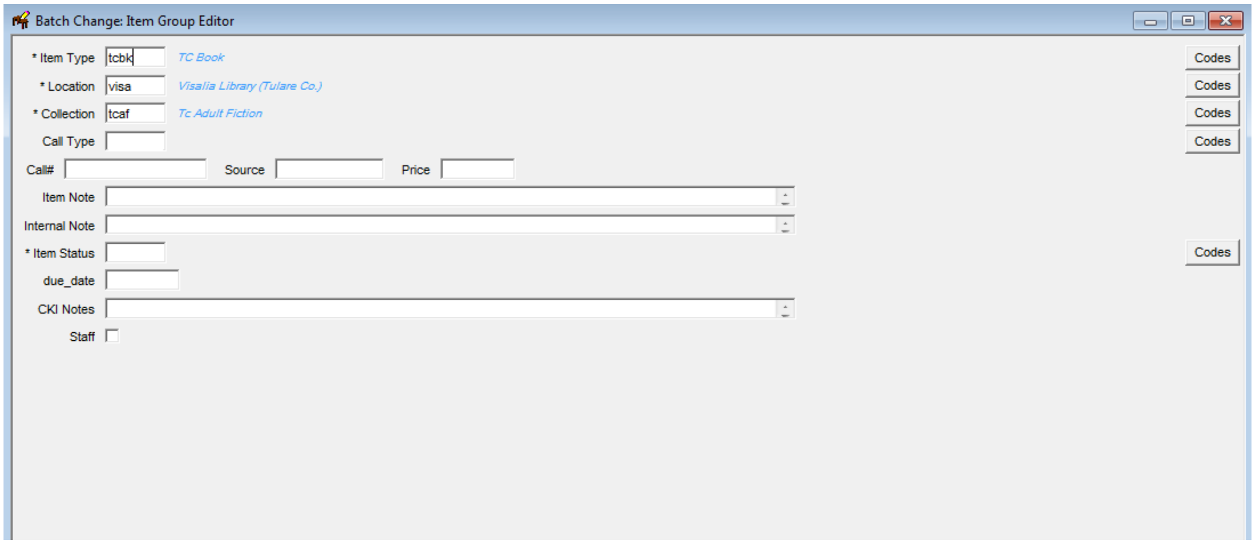
Clarification of the results and actions:

What we envision is a search screen where the desired criteria can be entered (i.e. location = 'visa' AND collection = 'tcaf'). The results are then displayed in a grid style list that can be sorted on any column. Below is a screen shot from Horizon showing the results of an item group editor search with some items selected for editing.


List: Item Group Editor

Barcode	Location	Collection	Call No.	Status	created	Title	cko_location/due_date	last_status_update	Last CKO date	CKOs	Staff Only	last update date	BibType
1. 1014208357	visa	tcaf	FIC STEINBECK	dmg	04/05/90	The pearl; John Steinbeck ; with		11/17/03	10/15/03	69	11/17/03	1810011	TCBK
2. 1013941719	visa	tcaf	FIC LES	i	11/05/87	The memoirs of a survivor / Doris		10/08/03	10/17/91	2	04/20/93	114124	TCBK
3. 1015302043	visa	tcaf	FIC WEL	i	07/16/90	The cloning of Joanna May / Fay		10/08/03	02/21/92	11	04/20/93	325338	TCBK
4. 1015379686	visa	tcaf	FIC WEL	i	03/25/91	Darcy's utopia / Fay Weldon.		10/08/03	08/15/95	19	04/20/93	617169	TCBK
5. 1024914879	visa	tcaf	FIC GER	i	10/01/93	The kingdom of Brooklyn / Merrill		10/08/03	12/29/95	10	05/18/94	898988	TCBK
6. 1015209040	visa	tcaf	FIC JOH	i	05/22/89	In the night cafe / Joyce Johnson.			01/23/96	20	04/20/93	303374	TCBK
7. 1025684000	visa	tcaf	FIC GIL	i	06/06/95	The age of miracles : stories / Ellen			01/25/96	12	01/30/96	996209	TCBK
8. 1025268465	visa	tcaf	FIC GRI	i	08/19/94	Stealing time / Mary Grimm.			04/10/96	13	04/06/95	959396	TCBK
9. 1025394428	visa	tcaf	FIC DAV	i	10/18/94	Kolymsky Heights / Lionel Davidson.		10/08/03	04/18/96	16	06/28/95	958777	TCBK
10. 1015490897	visa	tcaf	FIC WLU	i	10/19/88	The past is another country / Peter			04/23/96	13	04/20/93	287711	TCBK
11. 1027211554	visa	tcaf	FIC GEO	i	04/17/96	Seduced: the life and times of a one-			06/13/96	0	06/05/96	1057936	TCBK
12. 1025014901	visa	tcaf	FIC KEE	i	05/31/94	Clearwater summer / John E. Keegan.		10/09/03	06/22/96	14	12/29/94	923962	TCBK
13. 1023356528	visa	tcaf	FIC GRI	i	05/05/92	Season's end : a novel / Tom Grimes.			07/03/96	23	06/02/93	798058	TCBK
14. 1015733502	visa	tcaf	FIC OCO	i	06/14/91	Like China / Varley O'Connor.			07/06/96	14	04/20/93	711623	TCBK
15. 1022747701	visa	tcaf	FIC MOR	i	09/17/92	Santiago and the drinking party / Clay			07/09/96	11	06/04/93	837513	TCBK
16. 1025541978	visa	tcaf	FIC PEE	i	11/22/93	Covenant of the poppies / Colin D.		10/09/03	07/10/96	10	09/12/94	895000	TCBK
17. 1027211372	visa	tcaf	FIC GLI	i	04/17/96	Sounding the waters / James			07/18/96	1	05/30/96	1048595	TCBK
18. 1027193638	visa	tcaf	FIC FON	i	01/19/96	Dreams of the centaur : a novel /			08/05/96	5	08/29/96	1033354	TCBK
19. 1027189172	visa	tcaf	FIC PER	i	11/27/95	Dostoevsky's last night / Cristina Peri			08/08/96	5	08/13/96	1032266	TCBK
20. 1027181278	visa	tcaf	FIC SKV	i	01/19/96	The bride of Texas / by Josef			08/27/96	13	08/29/96	1035859	TCBK
21. 1027211570	visa	tcaf	FIC HAY	i	04/10/96	Live at five / David Haynes.			10/17/96	1	06/05/96	1046497	TCBK
22. 1027193851	visa	tcaf	FIC CLA	i	01/19/96	The flight of the osprey / by Ewan			10/23/96	11	10/28/96	1037238	TCBK
23. 1025278563	visa	tcaf	FIC LOW	i	08/19/94	The track of real desires : a novel / by			01/16/97	11	04/24/95	959382	TCBK
24. 1023219304	visa	tcaf	FIC GIB	i	09/09/92	Shelter / Wesley Gibson.			01/21/97	10	06/03/93	839040	TCBK
25. 1023399767	visa	tcaf	FIC KAL	i	07/17/92	Graced land / by Laura Kalpakian.		10/17/08	01/21/97	13	10/17/08	799929	TCBK
26. 1019114527	visa	tcaf	FIC LHE	i	02/08/88	A woman run mad / John L'Heureux.			01/30/97	39	04/20/93	551776	TCBK
27. 1027196045	visa	tcaf	FIC CAD	i	01/19/96	The Judas glass / Michael Cadnum.			02/05/97	12	12/05/96	1036307	TCBK
28. 1027201043	visa	tcaf	FIC FLE	i	01/19/96	The legend of the barefoot mailman :			02/11/97	9	08/29/96	1036806	TCBK
29. 1017568591	visa	tcaf	FIC DUR	i	04/11/91	Happy ending : a novel / by			03/12/97	16	04/20/93	693603	TCBK
30. 1015135393	visa	tcaf	FIC CAN	i	03/02/89	Table number seven / Victor Canning.			05/10/97	17	04/20/93	290612	TCBK
31. 1027231222	visa	tcaf	FIC GUI	i	09/04/96	Blindsight : a novel / by Herve Guibert			05/16/97	7	05/16/97	1069418	TCBK
32. 1027210622	visa	tcaf	FIC WID	i	08/12/96	The cattle killing / John Edgar			05/27/97	4	05/27/97	1069318	TCBK
33. 1027229150	visa	tcaf	FIC HAW	i	09/06/96	A white Merc with fins / James Hawes.			05/30/97	7	05/30/97	1055892	TCBK
34. 1023220898	visa	tcaf	FIC WID	i	08/11/92	The stories of John Edgar Wideman /			06/05/97	12	06/15/93	821424	TCBK
35. 1015829383	visa	tcaf	FIC FEN	i	10/18/91	The colors of snow / Kate Fenton.		10/08/03	06/07/97	11	04/20/93	729802	TCBK
36. 1023361494	visa	tcaf	FIC OWE	i	06/09/92	The sharpest sight / by Louis Owens.		04/28/12	06/19/97	12	04/28/12	819778	TCBK
37. 1027211331	visa	tcaf	FIC CUS	i	04/17/96	Visitation / Don Cushman.			07/01/97	1	05/30/96	1046493	TCBK
38. 1027233418	visa	tcaf	FIC DAG	i	10/24/96	Dear future / Fred D'Aguiar.			07/16/97	6	07/16/97	1067296	TCBK
39. 1015341413	visa	tcaf	FIC AST	i	06/18/90	Reaching Tin River / Thea Astley.		10/08/03	07/22/97	14	04/20/93	572900	TCBK
40. 1017587815	visa	tcaf	FIC MAI	i	09/12/91	Three times table / Sara Maitland.			07/25/97	10	04/20/93	705634	TCBK
41. 1015670829	visa	tcaf	FIC GAR	i	11/29/90	Entered from the sun / by George			08/04/97	19	04/20/93	623103	TCBK
42. 1027236874	visa	tcaf	FIC YOU	i	01/15/97	Remnants of the first earth / Ray A.			08/07/97	6	08/07/97	1033302	TCBK
43. 1018791879	visa	tcaf	FIC HOL	i	03/23/88	Good Friday / by Robert Lawrence		10/09/03	08/12/97	24	04/20/93	253565	TCBK
44. 1018645281	visa	tcaf	FIC JON	i	04/25/88	Winter palace : a novel / by Dennis			09/22/97	32	04/20/93	271215	TCBK

From there it brings up an editing window to change select values for the entire batch of items.



It would be fine to have it send the items to the normal batch editing interface if that gives us the ability to edit owning location, circ location, shelving location, istat, due date, item status, and check in alerts.

Returning to the search results list after editing – because we encourage people to break large batches of items into smaller groups, it would good to be able to return to the results list to see what was changed and select another batch. For example, they may have thousands of records that need to be changed, but to reduce impact on the server, they may only select batches of 500 from the search results. When they are finally done editing, there would be some kind of option to close the search results grid.

Imcompatible changes – what should happen? Should a message pop-up on each item or just have a list at the end? A list at the end would be fine. Item status edits are typically batch changes to the same field / value, i.e. change items with a status of missing, damaged or checked in to our “to be withdrawn” status. So the error message would tend to be the same on all of them.

Do we need to edit call numbers through this process? – No, we rarely batch edit call numbers.

Do we need to be able to filter the results by say branch or system level? – As long as people can sort and select the results, there shouldn’t be a need for additional filtering. Generally the initial search criteria would already have placed the necessary limits on the items being edited.

Reports training – do we need two sessions, a basic and a more advanced writing/templating session?

Since we plan to use JasperReports for most of our reporting and do most of the report writing in SQL, just the basic session should be sufficient.

For an on-premisis system what are the interconnects, and are we planning to reuse any current network or server equipment?

Our current telecommunications enviroment hubs in Fresno where we have a large recently-redesigned data center with a robust core network and plenty of rack space available. The intention if we have an on-premisis Evergreen installation is to expand our existing VMWare installation, but with the Evergreen servers segregated from the other virtual servers. We don't intend to try and reuse any equipment from the Horizon installation except for servers running 3rd party products such Comprise SmartPay, TalkingTech's telephone notification system, JasperReports and any servers managing selfcheck or PCReservation software. We will need assistance with determining the number of servers and allocation of server resources. We are capable of managing the server hardware and operating systems within our VMWare environment, but will need the vendor to do the installation of the Evergreen components and will need assistance with Evergreen upgrades/patches, particularly in the first year. While we do not have requirements for a server hardware brand, we are currently a DELL shop so our network engineers are experienced at getting good service from DELL. It should be noted that Sun/Oracle hardware support in the Fresno area has not been good in recent years.

We have an existing mail gateway that Evergreen would use. A new Fortinet firewall and other key network pieces are in place. We currently have off-site backup from Barracuda which can be expanded to cover Evergreen.

How to get an idea of what to quote for on-premisis hardware, i.e. how many servers can we afford/support?

We are very good at stretching our small staff to support however many servers are needed. We have one network engineer who is proficient at Linux, with some additional Linux knowledge among the ILS team. Our engineers are adept at managing VMWare and spinning up new servers as needed. There is currently $425,000 budgeted for this project. While we obviously prefer to not spend the entire amount, it is paramount that the Evergreen installation perform at acceptable speeds, so the hardware environment should be specified for performance rather than cost savings.

Would we review a proposal that only quotes hosted or on-premisis servers, but not both?

While we would much prefer to have both options quoted, we will consider proposals that include the 9 major compontents of the RFP, but only one of the two hosting options. Our intention is to keep our options open for future hosting configuration as the knowledge of Evergreen among SJVLS staff members builds. In other words, if we start out vendor-hosted, we may wish to move to local hosting at a future time.

What is the top priority? Speed?

Performance is very important, so while speed isn't the only factor, it is a very important factor. In the RFP we specifed transaction speed and reliability.

Where do we test for the performance requirements?

> Testing for speed of transactions is only done at the central office where local network congestion is not an issue. When it comes to branch library performance, our network engineers are very experienced at shaping network traffic to reserve sufficent bandwidth for ILS traffic.

Is there a time/place for disscusion of space, size and ability to host to get understanding of what we can handle?

> Quote what you think we need in term of servers to provide good performance. We have the physical space and expertise to manage a significant increase in the number of virtual servers in our data center. Once the proposals have been submitted, bidders may be asked to present to the Automation Committee (which can be done virtually) and our network engineers will be at that presentation.

Additional questions for clarification of the RFP can be submitted in writing until May 28, 2015 4:00 PM PDT. Our responses will be posted by June 2, 2015.

Details of the SJVLS test of Evergreen

(The test process was reported to the SJVLS Automation Committee. Minutes of those meetings are available at http://www.sjvls.org/governance/automation)

In 2011 SJVLS, with the help of a consultant, issued an RFI for a new integrated library system. We received seven responses, one of which was from Equinox for Evergreen. The result of that process was an acknowledgement that the choices were limited and that Evergreen held considerable promise. Equinox had put forward the possibility of a test system in their RFI response, which we chose to pursue in 2012-2013.

Below are some details of the test

- It was limited data which I extracted from our Horizon system based on the format requested by Equinox and what worked with Horizon (a mix of bcp and delimited)
    - bibs 128,550
    - items 197,547
    - cko_records 7,497 (items owned by a test location and checked out at a test location)
    - active_borrowers 17,282 (cko in last 5 years)
- The test server was running the most current stable release at the time the trial started. Evergreen 2.5 was released during the trial, and we chose to extend it and upgrade so that we could test the new features.
- We had a program manager who worked with us to understand the configuration options
- We provided a matrix of our current circ and hold rules, which was loaded into Evergreen by Equinox, and which we then adjusted
- 10 people received fairly basic online training on circulation, cataloging, acquisitions, the OPAC and reports
- While the contract was for a year most of the core functionality testing was done in the first few months. Cataloging testing was done by our 3 librarian catalogers, acquisitions by out lead acquisitions user, serials by the one person who uses in heavily, and circulation mostly by a core group of 7 of our most knowledgeable local staff members. Reporting was only tested by the System Office.
- The bulk of the testing was primarily being done by Kathleen Smith and Mary Ellen Tyckoson, since the goal was to assess the state of functionality in the core as it relates to our environment.
- As we identified problems, those were discussed with Equinox to see what might be in development
- We barely tested reports, as we quickly determined that we wanted a different option (hence our local decision to use JasperReports)
- To the best of our knowledge no special effort was made to tune the test server to our needs since we were not testing speed at that point in time, but rather the ability of stock Evergreen to function in the way we expected transactions to take place. In other words, could we make it follow our rules. A speed test would have been meaningless since it was such a small subset of our data and we had only a few sites testing rather than all 114 locations.

We did not spend endless hours working with Equinox beyond the assistance with the data import and the setup of the initial rules. The longest discussion was regarding the various ways to configure hold fulfillment. The size and cost of a production system was never discussed nor was our in-house network or support capabilities. The way we configured the test system (except for holds and floating) probably bears little resemblance to what our production will look like.

Response to questions received through 7:00 AM 5/27/15

1. Why weren't the POC details posted with the original RFP since you knew one respondent already had them?

> We did not consider any specific details of the test system (POC) particularly relevant to bidding on migration, support and development, since the bulk of the test took place in July through September 2013, was just a test of the functionality of core Evergreen at that point in time, and included only a fraction of our data from our simplest operating environments (very small branches). It did not remotely reflect what a production environment for SJVLS would look like and did not include discussion of our eventual migration beyond the type of general discussion one might have with a vendor on the ALA exhibit floor. The only item from the RFP discussed in any detail with the POC vendor was a piece of the development work in Appendix C, specifically the import of an istat with records loaded from a preprocessing vendor. That was more of a check to see if anyone else was requesting similar development work and if such development was feasible.

2. Can you give more details on the 24 hour branch/vending machine?

> It is the Envisionware 24-hour library. http://www.envisionware.com/24h-library-features
> Beyond providing a VPN connection to the SIP instance that it uses to communicate with the ILS, SJVLS is not involved in its setup or maintenance. Envisionware would be the best source of information on any technical details, such as what SIP pairs it uses.

3. The RFP says each line item must be given a cost but it also says there will be no line item evaluation, it's all or nothing so only the overall cost is needed. Which one is it? Are you going to review line item costs and pick a different vendor for each one or do you just need one cost because it's all or nothing?

> Because we feel that having multiple vendors would jeopardize the success of the project, we are seeking a single vendor for all requested services.
>
> The RFP response is the basis for final contract negotiations and will be included in the contract by reference; therefore we specified a cost for each section of work. Should problems arise with the performance of a portion of the contracted work; these proposed costs become part of negotiations for a remedy.

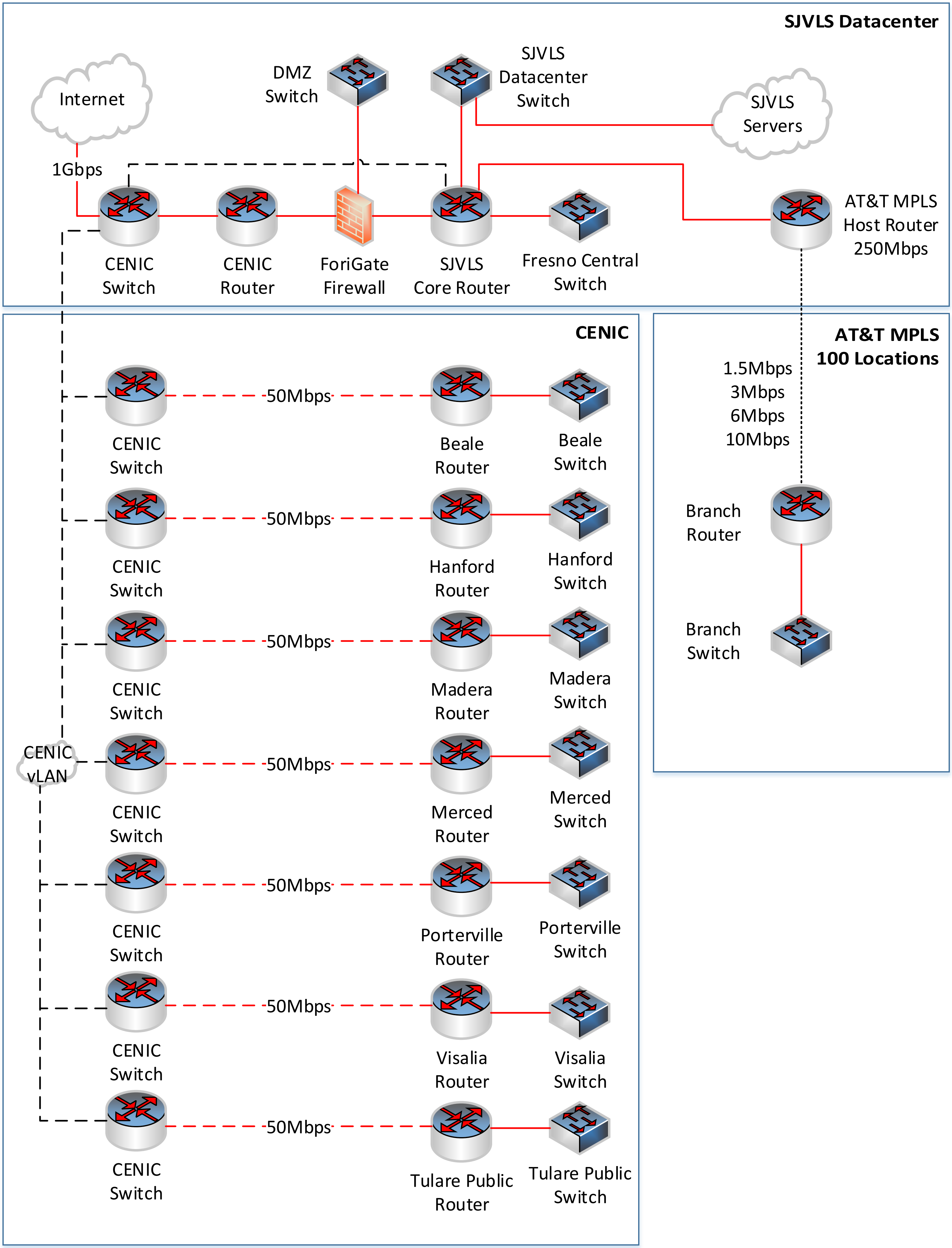
Answers to questions received by 5/28/15 at 4:00 PM PDT

On Page 26, you indicate you have 111 locations with 3 "in progress". Can you provide more details about the 3 locations and whether they will factor into the initial migration? There are a couple reasons I ask: 1. So we can be sure of how many locations will be active at the time of go live and 2. So we can include general add on pricing if you need assistance with migrating new libraries later.

> The three locations are new branches for two of our existing members, rather than new members of the consortium. The current timelines have them all coming up live on Horizon, so they will be migrated. All three are very, very small rural locations, so the additional items and borrowers will be minimal and they will not add to the complexity of the Evergreen circulation and hold configuration.

I was unable to readily identify a “bid sheet” in the RFP. (Page 3, Failure to bid)

> This comes from our fiscal agent’s boilerplate. Technically this is probably the front page of the RFP, but returning the proposal sheet on page 9 with a note in the “Our proposal is attached and identified” section that you decline to bid but wish to remain on the vendor list would be appropriate. Frankly, this is intended for things like printers and barcode scanners where there are many possible vendors. The Evergreen support and development world is too small for us to eliminate a vendor from future notifications of RFQs/RFPs.


SJVLS Datacenter
Internet
1Gbps
DMZ Switch
SJVLS Datacenter Switch
SJVLS Servers
CENIC Switch
CENIC Router
ForiGate Firewall
SJVLS Core Router
Fresno Central Switch
AT&T MPLS Host Router 250Mbps
CENIC
AT&T MPLS 100 Locations
1.5Mbps
3Mbps
6Mbps
10Mbps
Branch Router
Branch Switch
CENIC vLAN
CENIC Switch
50Mbps
Beale Router
Beale Switch
Hanford Router
Hanford Switch
Madera Router
Madera Switch
Merced Router
Merced Switch
Porterville Router
Porterville Switch
Visalia Router
Visalia Switch
Tulare Public Router
Tulare Public Switch